



# REQUEST FOR PROPOSALS

External Quality Review Organization

RFP #20150123

Contact:  
Matthew Nassar  
Procurement Officer  
[Matthew.Nassar@medicaid.ms.gov](mailto:Matthew.Nassar@medicaid.ms.gov)  
Phone: (601) 359-6189

## Due Dates

Questions & Letter of Intent  
E-MAIL or MAIL or HAND DELIVERY  
5:00 PM Central Standard Time, Friday, February 13, 2015

Answers Posted to Internet  
<http://www.medicaid.ms.gov/resources/procurement/>  
5:00 PM Central Standard Time, Friday, February 20, 2015

Sealed Proposals  
MAIL or HAND DELIVERY ONLY  
5:00 PM Central Standard Time, Friday, February 27, 2015

## Table of Contents

1 SCOPE OF WORK .....	7
1.1. PURPOSE .....	7
1.2. BACKGROUND.....	7
1.3. PROCUREMENT OVERVIEW .....	8
1.3.1 Mandatory Letter of Intent.....	9
1.3.2 Procedure for Submitting Questions.....	9
1.3.3 Proposal Submission Requirements.....	9
1.4. TECHNICAL REQUIREMENTS .....	10
1.4.1 Federally Defined Protocols.....	10
1.4.2 Federally Mandated Activities.....	11
1.4.3 Additional Activities Required by DOM.....	12
1.4.4 Additional Suggested Activities.....	13
1.4.5 Important Dates .....	13
1.5. STAFFING REQUIREMENTS AND CONTRACTOR QUALIFICATIONS.....	14
1.6. PLANNING AND REPORTING REQUIREMENTS.....	14
1.6.1 Implementation, Operations, and Turnover Plans .....	14
1.6.2 General Reporting Standards .....	15
1.6.3 Project Operations.....	15
1.7. CONTRACTOR PAYMENT.....	16
1.7.1 Implementation Price.....	16
1.7.2 Operations Price.....	16
1.7.3 Turnover Price.....	16
1.7.4 Travel.....	17
1.7.5 Erroneous Issuance of Compensation.....	17
1.7.6 Release.....	17
2 AUTHORITY .....	18
2.1 ORGANIZATIONS ELIGIBLE TO SUBMIT PROPOSALS.....	18
2.2 PROCUREMENT APPROACH .....	18
2.3 ACCURACY OF STATISTICAL DATA .....	18
2.4 ELECTRONIC AVAILABILITY .....	19
3 PROCUREMENT PROCESS.....	20
3.1 APPROACH .....	20
3.2 QUALIFICATION OF OFFEROR.....	20
3.3 RULES OF PROCUREMENT .....	21

**External Quality Review Organization**  
**RFP# 20150123**  
Office of the Governor – Division of Medicaid

3.3.1	<i>Restrictions on Communications with DOM Staff</i> .....	21
3.3.2	<i>Amendments to this Request for Proposals</i> .....	21
3.3.3	<i>Cost of Preparing Proposal</i> .....	21
3.3.4	<i>Certification of Independent Price Determination</i> .....	22
3.3.5	<i>Acceptance of Proposals</i> .....	22
3.3.6	<i>Rejection of Proposals</i> .....	22
3.3.7	<i>Alternate Proposals</i> .....	23
3.3.8	<i>Proposal Amendments and Withdrawal</i> .....	23
3.3.9	<i>Disposition of Proposals</i> .....	24
3.3.10	<i>Responsible Contractor</i> .....	24
3.3.11	<i>Best and Final Offers</i> .....	24
3.4	STATE APPROVAL .....	24
3.5	NOTICE OF INTENT TO AWARD .....	24
3.6	POST-AWARD DEBRIEFING .....	24
3.6.1	<i>Debriefing Request</i> .....	24
3.6.2	<i>Scheduling the Debriefing</i> .....	25
3.6.3	<i>Information to Be Provided</i> .....	25
3.6.4	<i>Information Which Will Not Be Provided</i> .....	25
3.7	PROTEST POLICY AND PROCEDURES .....	26
3.7.1	<i>Form of the Protest</i> .....	26
3.7.2	<i>Protest Bond</i> .....	26
3.7.3	<i>DOM's Responsibilities Regarding Protests</i> .....	27
4.	TERMS AND CONDITIONS .....	28
4.1	GENERAL .....	28
4.2	PERFORMANCE STANDARDS, ACTUAL DAMAGES, LIQUIDATED DAMAGES, AND RETAINAGE.....	28
4.3	TERM OF CONTRACT .....	29
4.3.1	<i>Stop Work Order</i> .....	29
4.3.2	<i>Termination of Contract</i> .....	30
4.3.3	<i>Procedure on Termination</i> .....	32
4.3.4	<i>Assignment of the Contract</i> .....	33
4.3.5	<i>Excusable Delays/Force Majeure</i> .....	33
4.3.6	<i>Applicable Law</i> .....	34
4.4	NOTICES.....	34
4.5	COST OR PRICING DATA .....	34
4.6	SUBCONTRACTING .....	34

**External Quality Review Organization**  
**RFP# 20150123**  
Office of the Governor – Division of Medicaid

4.7.1	<i>Ownership of Documents.....</i>	35
4.7.2	<i>Ownership of Information and Data.....</i>	35
4.7.3	<i>Public Information.....</i>	36
4.7.3	<i>Right of Inspection.....</i>	36
4.7.4	<i>Licenses, Patents and Royalties.....</i>	36
4.7.5	<i>Records Retention Requirements .....</i>	36
4.8	<b>REPRESENTATION REGARDING CONTINGENT FEES .....</b>	37
4.9	<b>INTERPRETATIONS/CHANGES/DISPUTES .....</b>	37
4.9.1	<i>Conformance with Federal and State Regulations .....</i>	37
4.9.2	<i>Waiver.....</i>	37
4.9.3	<i>Severability .....</i>	38
4.9.4	<i>Change Orders and/or Amendments.....</i>	38
4.9.5	<i>Disputes .....</i>	38
4.9.6	<i>Cost of Litigation .....</i>	39
4.9.7	<i>Attorney Fees.....</i>	39
4.10	<b>INDEMNIFICATION .....</b>	39
4.10.1	<i>No Limitation of Liability .....</i>	40
4.10.2	<i>Third Party Action Notification .....</i>	40
4.11	<b>STATUS OF THE CONTRACTOR.....</b>	40
4.11.1	<i>Independent Contractor.....</i>	40
4.11.2	<i>Employment of DOM Employees .....</i>	41
4.11.3	<i>Conflict of Interest .....</i>	41
4.11.4	<i>Personnel Practices .....</i>	42
4.11.5	<i>No Property Rights .....</i>	42
4.12	<b>EMPLOYMENT PRACTICES.....</b>	42
4.13	<b>OWNERSHIP AND FINANCIAL INFORMATION .....</b>	43
4.13.1	<i>Information To Be Disclosed .....</i>	43
4.13.2	<i>When Information Will Be Disclosed.....</i>	43
4.13.3	<i>To Whom Information Will Be Disclosed .....</i>	44
4.13.4	<i>Federal Financial Participation.....</i>	44
4.13.5	<i>Information Related to Business Transactions .....</i>	44
4.13.6	<i>Disclosure of Identity of Any Person Convicted of a Criminal Offense.....</i>	44
4.13.7	<i>Disclosure to the Inspector General.....</i>	44
4.13.8	<i>DOM's Right of Refusal.....</i>	45
4.13.9	<i>Additional Requirements of DOM and Contractors .....</i>	45

**External Quality Review Organization**  
**RFP# 20150123**  
Office of the Governor – Division of Medicaid

4.14 RISK MANAGEMENT .....	45
4.14.1 Workers' Compensation .....	45
4.14.2 Liability.....	45
4.15 CONFIDENTIALITY OF INFORMATION .....	46
4.15.1 Confidentiality of Beneficiary Information.....	46
4.15.2 Release of Public Information .....	46
4.15.3 Transparency.....	47
4.16 THE CONTRACTOR COMPLIANCE ISSUES .....	47
4.16.1 Federal, State, and Local Taxes .....	47
4.16.2 License Requirements .....	47
4.16.3 Privacy/Security Compliance .....	47
4.16.4 Site Rules and Regulations .....	48
4.16.5 Environmental Protection.....	48
4.16.6 Lobbying .....	48
4.16.7 Bribes, Gratuities and Kickbacks Prohibited .....	49
4.16.8 Small and Minority Businesses .....	49
4.16.9 Suspension and Debarment .....	49
4.16.10 E-Payment .....	49
4.16.11 Paymode .....	49
4.16.12 E-VERIFICATION.....	49
5. TECHNICAL PROPOSAL.....	51
5.1 INTRODUCTION.....	51
5.2 TRANSMITTAL LETTER.....	51
5.3 EXECUTIVE SUMMARY .....	53
5.4 CORPORATE BACKGROUND AND EXPERIENCE .....	53
5.4.1 Corporate Background .....	53
5.4.2 Audited Financial Statements .....	53
5.4.3 Corporate Experience.....	54
5.5 PROJECT ORGANIZATION AND STAFFING .....	54
5.5.1 Organization .....	55
5.5.2 Résumés .....	55
5.5.3 Responsibilities .....	56
5.5.4 Backup Personnel Plan.....	56
5.6 METHODOLOGY .....	56
5.7 PROJECT MANAGEMENT AND CONTROL.....	56
5.8 WORK PLAN AND SCHEDULE.....	57

**External Quality Review Organization**  
**RFP# 20150123**  
Office of the Governor – Division of Medicaid

6. BUSINESS/COST PROPOSAL .....	58
6.1 GENERAL .....	58
6.2 BID MODIFICATION IN THE EVENT OF A FEDERAL AND/OR STATE LAW, REGULATION OR POLICY .....	58
6.3 PROPOSAL CONTENT.....	58
7. PROPOSAL EVALUATION .....	59
7.1 GENERAL .....	59
7.2 EVALUATION OF PROPOSALS .....	59
7.2.1 Phase 1 - Evaluation of Offerors' Response to RFP .....	59
7.2.2 Phase 2 - Evaluation of Technical Proposal .....	59
7.2.3 Phase 3 - Evaluation of Business/Cost Proposal.....	62
7.3 Phase 4 and 5 - Selection.....	62
Appendix A - Budget Summary .....	63
Appendix B -2015 MississippiCHIP Performance Measures.....	64
EXHIBIT 1 .....	67
EXHIBIT 2 .....	70

Remainder of This Page Intentionally Left Blank

## **1 SCOPE OF WORK**

### **1.1. PURPOSE**

The State of Mississippi, Office of the Governor, Division of Medicaid, hereinafter DOM, issues this request for proposals (RFP) from qualified External Quality Review Organizations (EQRO) to undertake external quality review (EQR) activities consistent with Federal regulations for the Mississippi Coordinated Access Network (MississippiCAN) program and Mississippi Children's Health Insurance Program (MississippiCHIP). The EQRO will provide analysis and evaluation of aggregated information on the Coordinated Care Organizations' (CCOs) quality, timeliness, and access to certain Medicaid covered health care services and MississippiCHIP covered health services.

Federal law 42 CFR § 438.350, as amended, requires that each State Medicaid managed care program be evaluated by an EQRO to identify problem areas and monitor the progress in this effort annually. This annual external review must be conducted by an independent entity that meets the qualifications set forth in 42 CFR Part 438, Subpart E, as amended, using information obtained from EQR related activities that are consistent with protocols referenced by the Code of Federal Regulations (CFR).

The Federal Centers for Medicare and Medicaid Services (CMS) have issued protocols for EQROs to use as guidance when undertaking the mandatory and optional tasks for external quality reviews.

The Contractor shall be familiar with the EQRO Federal rules and protocols including CMS's most current Monitoring Medicaid Managed Care Organization (MCOs) and Prepaid Inpatient Health Plans (PIHPs): A protocol for determining compliance with Medicaid Managed Care Proposed Regulations at 42 CFR Part 400, 430, et al., as amended.

### **1.2 BACKGROUND**

On January 1, 2011, DOM established MississippiCAN, a coordinated care program for Mississippi Medicaid beneficiaries. DOM contracted with two Coordinated Care Organizations (CCOs), Magnolia Health Plan, Inc. and UnitedHealthcare, of Mississippi, Inc., who are responsible for providing services to individuals enrolled in MississippiCAN.

The original MississippiCAN population was voluntary and included the following categories of eligibility:

- SSI
- Disabled Children Living at Home
- Working Disabled
- Breast/Cervical Cancer DHS CWS Foster Care Children
- Foster Care Children IV-E and CWS and

Current State law requires beneficiary participation in MississippiCAN be mandatory except beneficiaries excluded by Federal law from mandatory participation.

Individuals eligible for Medicaid in the following coverage groups are mandated to participate:

- SSI (ages 19-65)

**External Quality Review Organization**  
**RFP# 20150123**  
Office of the Governor – Division of Medicaid

- Working Disabled (ages 19-65)
- Breast/Cervical Cancer Group (ages 19-65)
- Parents and Caretakers (TANF) (ages 19-65 )
- Pregnant women (ages 8-65)
- Newborns (ages 0-1)
- Children (TANF) (ages 1-19)
- Children <133% FPL (ages 1-5)
- Children < 19 100% FPL (ages 6-19)
- Quasi-CHIP (ages 6-19)
- Children (Beginning CY 2015) ages 1-19

Individuals eligible for Medicaid in the following coverage groups have optional participation:

- SSI ( ages 0-19)
- Disabled Child Living at Home (ages 0-19)
- Foster Care Children IV-E and CWS and
- Foster Care Children with Adoption Assistance (ages 0-19)

Effective January 1, 2013, the Mississippi MississippiCHIP program and the current contract for insurance services was transferred from the Health Insurance Management Board to DOM. DOM is responsible for the administration and management of the MississippiCHIP program which includes all authority previously granted to the Health Insurance Management Board. Effective January 1, 2015, DOM issued an emergency contract with its two current coordinated care organizations (CCOs) to include management of the State's separate CHIP program. DOM is responsible for administration, management, and oversight of the CCOs. This change is being made pursuant to Mississippi Code Section 41-86-9. In January 2015, DOM will issue an RFP for two or more CCOs to manage the State's separate Children's Health Insurance Program.

### **1.3 PROCUREMENT OVERVIEW**

The following timetable is the estimated and anticipated timetable for the RFP and procurement process:

**RFP and Procurement Timetable**

<b>Date</b>	<b>Process</b>
January 23, 2015	Public Release of RFP
February 13, 2015	Deadline for Letter of Intent and Written Questions
February 20, 2015	Response to Questions Posted
February 27, 2015	Proposal Deadline
March 2-11, 2015	Evaluation of Technical Proposal
March 30-31, 2015	Evaluation of Business Proposal
April 2, 2015	Executive Review and Award
June 1, 2015	Contract Start



### **1.3.1 Mandatory Letter of Intent**

The Offeror is required to submit a written Letter of Intent to Bid. The Letter of Intent is due by 5:00 p.m. CDT, February 13, 2015, and should be sent to:

Matthew Nassar  
Procurement Officer  
Division of Medicaid  
Walter Sillers Building  
550 High Street, Suite 1000  
Jackson, Mississippi 39201

OR EMAIL: [Matthew.Nassar@medicaid.ms.gov](mailto:Matthew.Nassar@medicaid.ms.gov)

This letter shall be on the official business letterhead of the Offeror and must be signed by an individual authorized to commit the company to the work proposed. Submission of the Letter of Intent shall not be binding on the prospective Offeror to submit a proposal. However, firms that do not submit a Letter of Intent by 5:00 p.m. CST, February 13, 2015, will not thereafter be eligible for the procurement.

Prior to February 13, 2015, all RFP amendments will be sent to all organizations that request an RFP, and will be posted on DOM's procurement website, <http://www.medicaid.ms.gov/resources/procurement/>. After February 13, 2015, RFP amendments will only be distributed to those firms submitting a Letter of Intent.

### **1.3.2 Procedure for Submitting Questions**

Multiple questions may be submitted using the template at <http://www.medicaid.ms.gov/resources/procurement/>. Written answers will be available not later than 5:00 p.m. CST, Friday, February 20, 2015, via DOM's procurement website, <http://www.medicaid.ms.gov/resources/procurement/>. Questions and answers will become a part of the final contract as an attachment. Written responses provided for the questions will be binding.

Questions should be sent to:

Matthew Nassar  
Procurement Officer  
Division of Medicaid  
Walter Sillers Building  
550 High St., Suite 1000  
Jackson, Mississippi 39201

OR EMAIL: [Matthew.Nassar@medicaid.ms.gov](mailto:Matthew.Nassar@medicaid.ms.gov)

### **1.3.3 Proposal Submission Requirements**

Proposals must be in writing and must be submitted in two parts: Technical Proposal and Business Proposal. The format and content of each are specified in Sections 5 and 6 of this RFP.

Technical Proposals for this RFP must be submitted in 3-ring binders with components of the RFP clearly tabbed. An original and four (4) copies of the technical proposal under sealed cover and an original and two (2) copies of the business proposal under separate sealed cover must be received by DOM no later than 5:00 p.m. CST, on Friday, February 27, 2015. Offerors must also submit one (1) full copy of the technical proposal and

one (1) redacted version on CD in a single document in a searchable Microsoft Word or Adobe Acrobat (PDF) format. Any proposal received after this date and time will be rejected and returned unopened to the Offeror. Proposals should be delivered to:

Matthew Nassar  
Procurement Officer  
Division of Medicaid  
Walter Sillers Building  
550 High St., Suite 1000  
Jackson, Mississippi 39201

The outside cover of the package containing the Technical Proposals shall be marked:

RFP #20150123  
Technical Proposal  
(Name of Offeror)

The outside cover of the package containing the business proposals shall be marked:

RFP #20150123  
Business Proposal  
(Name of Offeror)

As the proposals are received, the sealed proposals will be date-stamped and recorded by DOM. The parties submitting proposals are responsible for ensuring that the sealed competitive proposal is delivered by the required time and to the required location and the parties assume all risks of delivery. No facsimile proposals will be accepted. The proposal must be signed in blue ink by an official authorized to bind the Offeror to the proposal provisions. Proposals and modifications thereof received by DOM after the time set for receipt or at any location other than that set forth above will be considered late and will not be considered for award.

## **1.4 TECHNICAL REQUIREMENTS**

By contracting with an EQRO, DOM seeks to achieve the following objectives:

1. Conduct annual reviews for CCOs for the MississippiCAN and MississippiCHIP Programs.
2. Assure quality of data collected from CCOs for both programs as addressed in the Business Associate Agreement.
3. Achieve measurable improvements in the health status of the MississippiCAN enrollees and MississippiCHIP members.
4. Assure that MississippiCAN enrollees and MississippiCHIP members have access to and the availability of an adequate provider network.

### **1.4.1 Federally Defined Protocols**

CMS has issued protocols for EQROs to use as guidance when undertaking the mandatory and optional tasks for external quality reviews. Included are protocols for the following:

- Validating performance measures;

- Validating performance improvement projects;
- Validating consumer and provider surveys; and
- For MississippiCAN program review, within the previous three (3) year period, determine CCO compliance with State standards for access to care, structure and operations and quality measurement and improvement.

The Contractor shall be familiar with the EQRO Federal rules and protocols.

#### **1.4.2 Federally Mandated Activities**

For each MississippiCAN CCO and MississippiCHIP CCO, the EQRO must use information from the following activities and analyze information obtained as part of its review. The first review for the MississippiCHIP program will not be conducted until 2016 to allow one year of program operation under the new contract

1. Validation of performance improvement projects required by the State to comply with requirements set forth in 42 CFR 438.240(b) (1) that were underway during the preceding twelve (12) months.

The EQRO will validate the Performance Improvement Projects (PIPs).

The Contractor shall follow CMS's most current Validating Performance Improvement Projects protocol which can be found at <http://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Quality-of-Care/Quality-of-Care-External-Quality-Review.htm> 1. The CMS protocol describes the following three activities that the Contractor shall undertake in validating Focused Studies/PIPs for MississippiCAN:

- a. Assess the CCO's methodology for conducting the Focused Study/PIP.
- b. Verify actual Focused Study/PIP study findings.
- c. Evaluate overall validity and reliability of study results to comply with requirements set forth in 42 CFR 438.240(b)(2).

2. The CCOs will have annual audited HEDIS data available for review.

The Contractor shall follow CMS's most current Validating Performance Measures protocol which can be found at <http://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Quality-of-Care/Quality-of-Care-External-Quality-Review.html> . This protocol addresses the following three activities that the Contractor shall undertake in validating performance measures for MississippiCAN and MississippiCHIP:

- a. Review the data management processes of the CCO.
- b. For those performance measures based on HEDIS, evaluate algorithmic compliance (the translation of captured data into actual statistics) with specifications with HEDIS Technical Specifications. For other performance measures, DOM will provide specifications for data collection (see Appendix B for a list of performance measures and their related specifications).
- c. Verify performance measures to confirm that the reported results are based on accurate source information.

3. A review, conducted within the previous three-year period, to determine the CCO's compliance with standards [except with respect to standards under 42 CFR § 438.240 (b)(1) and (2) Quality assessment and performance improvement program, for the conduct of performance improvement projects and calculation of

performance measures respectively] established by the State to comply with the requirements of 42 CFR § 438.204(g) Elements of State quality strategies.

The EQRO will review CCOs' compliance with State's standards for access to care, structure and operations, and quality measurement and improvement.

The Contractor must follow CMS's most current Monitoring Medicaid Managed Care Organization (MCOs) and Prepaid Inpatient Health Plans (PIHPs): A protocol for determining compliance with Medicaid Managed Care Proposed Regulations at 42 CFR Parts 400, 430, et al. These can be found at <http://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Quality-of-Care/Quality-of-Care-External-Quality-Review.html>

The Contractor shall validate CCO compliance annually. The Contractor shall perform the following seven activities that comprise this protocol:

- a. Planning for compliance monitoring activities;
- b. Obtaining background information from DOM;
- c. Documenting review;
- d. Conducting interviews;
- e. Collecting any other accessory information (e.g., from site visits);
- f. Analyzing and compiling findings; and
- g. Reporting results to DOM.

DOM has established performance standards listed in Appendix B to this RFP.

### **1.4.3 Additional Activities Required by DOM**

In addition to the Federally mandated activities, the Contractor shall perform the following activities:

1. Participate in the State's Quality Leadership Committee and Quality Task Force.

These committees are comprised of DOM representatives, CCO representatives (including CCO Quality Manager, Medical Director, and others), providers, consumers, advocates, and other stakeholders. Together these committees are responsible for advising DOM regarding the development of and compliance with the Quality Strategy, and for conducting ongoing monitoring of the performance of the MississippiCAN program and the MississippiCHIP program.

The Contractor shall participate in regularly scheduled meetings of the MSCAN Quality Leadership Team and Quality Task Force. Upon DOM request, the Contractor will prepare and present information and consult to these committees.

In its proposal, the Contractor shall propose the nature of its role with these committees, based on prior experience, industry best practices, and understanding of the MississippiCAN and MississippiCHIP programs.

2. Validate consumer and provider surveys on quality of care.

The Contractor must follow CMS's most current Administering or Validating Surveys protocol which can be found at <http://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Quality-of-Care/Quality-of-Care-External-Quality-Review.html>. The protocol specifies the following seven activities that the Contractor must undertake to assess the methodological soundness of a given survey:

- a. Review survey purpose(s) and objective(s);
- b. Review intended survey audience(s);
- c. Assess the reliability and validity of the survey instrument;
- e. Assess the adequacy of the response rate;
- f. Review survey data analysis and findings/conclusions; and
- g. Document evaluation of survey.

#### **1.4.4 Additional Suggested Activities**

In addition to the Federally and State required activities, the Contractor shall suggest activities that the State may consider to enhance the external quality review process, and to support DOM in achieving its objective to improve quality based on the analysis and evaluation of the CCOs' quality, timeliness, and access to healthcare services. The Contractor shall include an individual description and pricing for each proposed activity. Activities may include but are not limited to:

1. Validating CCO information system capabilities.
2. Validating encounter data.
3. Developing and monitoring Corrective Action Plans.
4. Producing additional reports.
5. Conducting Quality Improvement Projects in addition to those conducted by the CCOs.
6. Providing ongoing consultation to the DOM management team.

#### **1.4.5 Important Dates**

Activity	Due Date
Contract Start Date	June 1, 2015
Quality Task Force meetings	Monthly
Quality Leadership meetings	Quarterly
Annual Program Evaluation due from CCOs	Yearly August
Audited HEDIS data and other performance data due from CCOs	Yearly July 31
Focused Study reports/PIPS due from CCOs	Yearly August
EQR Annual Report due to DOM	Within 30 business days of completion of review
Contract end date	May 31, 2018

## **1.5 STAFFING REQUIREMENTS AND CONTRACTOR QUALIFICATIONS**

The EQRO must meet the staffing and qualifications requirements of 42 CFR § 438.354.

The EQRO shall have:

1. Staff with demonstrated experience and knowledge of:
  - a. Medicaid recipients, policies, data systems, and processes;
  - b. Managed care delivery systems, organizations, and financing;
  - c. Quality assessment and improvement methods;
  - d. Research design and methodology, including statistical analysis; and
  - e. CHIP program policies, data systems, and processes
2. Sufficient physical, technological, and financial resources to conduct EQR or EQR-related activities.
3. Other clinical and non-clinical skills necessary to carry out EQR or EQR- related activities and to oversee the work of any subcontractors.

The Contractor shall provide sufficient administrative and organizational staff to implement the provisions and requirements of the contract and for fulfillment of the contractual obligations. The Contractor shall ensure that all staff has the training, education, experience, and orientation to conduct activities under the contract resulting from this RFP.

Key personnel positions cannot be vacant for more than ninety (90) calendar days. The Contractor must notify DOM within five (5) business days of learning that any key position is vacant or anticipated to be vacant within the next thirty (30) calendar days.

DOM may impose penalties if any key management personnel positions remain vacant for greater than ninety (90) calendar days. DOM must approve any filled vacant positions prior to the assignment being effective. If the position is filled without DOM approval, DOM may impose penalties in accordance with Section 4.2 of this RFP.

## **1.6 PLANNING AND REPORTING REQUIREMENTS**

### **1.6.1 Implementation, Operations, and Turnover Plans**

The Contractor shall create comprehensive plans, with DOM approval, prior to undertaking all facets of the development and implementation of the contract. The initial work plan must be submitted to DOM fourteen (14) calendar days post award, with updates submitted weekly. The work plan must be logical in sequence of events including appropriate review time by DOM and sufficient detail for review. The plans must include a narrative that provides an overview of the approach that will result in fulfillment of Contractor responsibilities. These must encompass all activities necessary to assume operational responsibilities in addition to a back-up and disaster recovery plan.

The Contractor shall submit a written report of program progress at a frequency to be determined by DOM. The progress report must specify accomplishments during the report period in a task-by-task format, including personnel hours expended, whether the planning tasks are being performed on schedule and any administrative problems encountered. Any problem or issue that arises should be reported immediately.

The Contractor will be required to adhere to the performance requirements of the contract as well as the requirements of any revisions in Federal and State legislation or regulations which may be enacted or implemented during the period of performance of this contract that are directly applicable to the performance requirements of this contract. Such requirements will become a part of this contract through execution of a written contract amendment.

The Contractor must provide assistance in turning over the responsibilities under this RFP to DOM or its designated agent. Upon receipt of notification of DOM's intent to transfer the contract functions to DOM or another contractor, the Contractor must provide a Turnover Plan within the time frame specified by DOM. Time lines for turnover activities will be specified by DOM.

### **1.6.2 General Reporting Standards**

Reports defined and approved by DOM to be generated by the Contractor shall meet all State and Federal reporting requirements. The needs of DOM and other appropriate agencies for planning, monitoring, and evaluation shall be taken into account when developing report formats and compiling data. Reports to be generated shall not be limited to those listed below and shall include additional categories as required for State and Federal reports and as described in the Scope of Work.

The Contractor shall provide DOM with written reports that are clear, concise and useful for the audience for whom they are intended. The reports shall be composed in a manner consistent with DOM specifications and with the Contractor's stated criteria. All reports shall be provided in electronic formats compatible with software applications in use by DOM (i.e., MS WORD, Excel, etc.) as well as in hard copy, as specified by DOM. Where required, the Contractor shall provide supporting documents such as report appendices.

### **1.6.3 Project Operations**

The Contractor must electronically submit the following information to DOM during the Project Operations Phase:

1. A detailed technical report that describes the manner in which the data from all activities conducted was aggregated and analyzed, and the conclusions drawn as to the quality, timeliness, and access to care furnished by each CCO. This report shall be submitted to DOM within thirty (30) business days after the completion of the annual review of each COO. The report must include the following for each activity conducted:

- a. Objectives
- b. Technical methods of data collection and analysis
- c. Description of data obtained
- d. Conclusions drawn from the data
- e. Problems encountered in performing the review
- f. Recommendations, if applicable, for modifications to the review process; and suggested follow-up activity
- g. An assessment of each CCO's strengths and weaknesses with respect to the quality, timeliness, and access to health care services furnished to MississippiCAN beneficiaries and MississippiCHIP members.



- h. In year one and subsequent years, recommendations for improving the quality of health care services furnished by the CCO.
- i. An assessment of the degree to which a CCO has effectively addressed the recommendations for quality improvement made by the EQRO during the previous year's EQR, as applicable.

- 2. A tracking report of progress on annual reviews. This tracking report will include a review of progress by CCO and areas of concern. The tracking report will consist of a brief summary with dates and expectations for completing specified activities. This report shall be transmitted electronically and updated bi-weekly.
- 3. All internal procedures, written material, including all manuals, policies, and procedures related to the contract. This information shall be submitted to DOM for approval within thirty (30) calendar days after the contract approval date and thirty (30) calendar days prior to subsequent changes.

The Contract Manager shall notify DOM at least two (2) weeks in advance of all scheduled meetings involving DOM.

To prepare each CCO for an annual review, the Contractor must schedule a conference call/discussion with management staff of each CCO in conjunction with DOM to describe the process (both document review and on-site interviews/discussions) and detail the topics to be reviewed.

DOM will review and approve the Contractor's criteria and tools, and the Contractor will share these ninety (90) calendar days in advance with each CCO to ensure adequate preparation and discussion.

## **1.7 CONTRACTOR PAYMENT**

### **1.7.1 Implementation Price**

The Contractor shall be responsible for the preparation and execution of a final implementation plan. This plan and price shall be based upon the requirements of this RFP and coordinated with DOM to ensure readiness to complete required tasks by specified dates. The Contractor will develop an implementation plan to be approved by DOM that outlines in detail all steps necessary to begin program operations.

### **1.7.2 Operations Price**

The Contractor shall be paid monthly in accordance with the Contractor's bid price proposal set forth in Appendix A which shall be firm and fixed for the period of the contract. The contract award will be based on the submitted price per year and the total amount payable under the resulting contract will not exceed the submitted price per year.

Payments will be based on submitted invoices and progress reports. Progress reports must provide a description to sufficiently support payment by DOM. The deliverable-based payments for this project will be made only upon DOM acceptance of the prescribed deliverables.

### **1.7.3 Turnover Price**

No specific or lump-sum payment shall be made by DOM for Turnover Phase services. Payment for such services shall be encompassed in the Operations Phase.



#### **1.7.4 Travel**

All travel performed in conjunction with performing the responsibilities of this contract shall not include any profit for the Contractor. Travel costs should be included in the implementation and operations costs as necessary. All travel must be pre-approved by DOM prior to the travel occurring.

#### **1.7.5 Erroneous Issuance of Compensation**

In the event compensation to the Contractor of any kind is issued in error, the Contractor shall reimburse DOM the full amount of the erroneous payment within thirty (30) calendar days of written notice of such error. Interest shall accrue at the statutory rate upon any amounts determined to be due and not repaid within thirty (30) calendar days following the notice. If payment is not made within thirty (30) calendar days following notice, DOM may deduct the amount from the Contractor's monthly administrative invoice.

#### **1.7.6 Release**

Upon final payment of the amounts due under this contract, the Contractor shall release DOM and its officers and employees from all liabilities and obligations whatsoever under or arising from this contract.

Payment to the Contractor by DOM shall not constitute final release of the Contractor. Should audit or inspection of the Contractor's records or client complaints subsequently reveal outstanding Contractor liabilities or obligations, the Contractor shall remain liable to DOM for such liabilities and obligations. Any overpayments by DOM shall be subject to any appropriate recoupment to which DOM is lawfully entitled. Any payment under this contract shall not foreclose the right of DOM to recover excessive or illegal payments as well as interest, attorney fees, and costs incurred in such recovery.

Remainder of This Page Intentionally Left Blank

**External Quality Review Organization  
RFP# 20150127**

Office of the Governor – Division of Medicaid

## **2 AUTHORITY**

This RFP is issued under the authority of 42 CFR Part 438 Subpart E Managed Care External Quality Review, Title XIX and XXI of the Social Security Act, as amended, implementing regulations issued under the authority thereof, and under the provisions of the Mississippi Code of 1972, as amended. All prospective contractors are charged with presumptive knowledge of all requirements of the cited authorities in this RFP. The submission of a valid executed proposal by any prospective Contractor shall constitute admission of such knowledge on the part of each prospective Contractor. Any proposal submitted by any prospective Contractor which fails to meet any published requirement of the cited authorities may, at the option of DOM, be rejected without further consideration.

Medicaid is a program of medical assistance for the needy administered by the states using State appropriated funds and Federal matching funds within the provisions of Title XIX, of the Social Security Act, as amended. In Mississippi, the state Medicaid agency also administers the separate CHIP program under Title XXI of the Social Security Act, as amended.

In addition, Section 1902 (a) (30) (A) of the Social Security Act, as amended, requires that state Medicaid Agencies provide methods and procedures to safeguard against unnecessary utilization of care and services and to assure “efficiency, economy and quality of care.”

### **2.1 ORGANIZATIONS ELIGIBLE TO SUBMIT PROPOSALS**

To be eligible to submit a proposal, an Offeror must provide documentation for each requirement as specified below:

1. The Offeror has not been sanctioned by a state or Federal government within the last ten (10) years.
2. The Offeror must have experience in contractual services providing the type of services described in this RFP.
3. The Offeror must be able to provide each required component and deliverable as detailed in the Scope of Work.

### **2.2 PROCUREMENT APPROACH**

The major steps of the procurement approach are described in detail in Section 3 of this RFP. Proposals must be submitted in two parts: Technical Proposal and Business Proposal. The format and content are each specified in Sections 5 and 6 of this RFP.

### **2.3 ACCURACY OF STATISTICAL DATA**

All statistical information provided by DOM in relation to this RFP represents the best and most accurate information available to DOM from DOM records at the time of the RFP preparation. DOM, however, disclaims any responsibility for the inaccuracy of such data. Should any element of such data later be discovered to be inaccurate, such inaccuracy shall not constitute a basis for contract rejection by any Offeror. Neither shall such inaccuracy constitute a basis for renegotiation of any payment rate after contract award. Statistical information is available on DOM’s Website.

**External Quality Review Organization**

**RFP# 20150123**

Office of the Governor – Division of Medicaid

## **2.4 ELECTRONIC AVAILABILITY**

The materials listed below are on the Internet for informational purposes only. This electronic access is a supplement to the procurement process and is not an alternative to official requirements outlined in this RFP.

This RFP and RFP Questions and Answers (following official written release) will be posted on the bids/proposals page of the DOM website at <http://www.medicaid.ms.gov/resources/procurement/>.

The MississippiCAN Program Design is at [www.medicaid.ms.gov](http://www.medicaid.ms.gov). The revised RFP and information related to the MississippiCAN procurement are at <http://www.medicaid.ms.gov/resources/procurement/>.

Information concerning services covered by Mississippi Medicaid and a description of the DOM organization and functions can also be found on the bids/proposals page of the DOM website.

DOM's website is <http://www.medicaid.ms.gov> and contains Annual Reports, Provider Manuals, Bulletins and other information. The DOM Annual Report Summary provides information on beneficiary enrollment, program funding, and expenditures broken down by types of services covered in the Mississippi Medicaid program for the respective fiscal years.

State financial information is available at <http://www.dfa.state.ms.us>.

The State of Mississippi portal is <http://www.mississippi.gov>.

Regulations of the State Personnel Board/Personal Services Contract Review Board can be found at <http://www.mspb.ms.gov>.

The Mississippi Code of 1972 covers all sections of and amendments to the Constitution of the United States and the Constitution of the State of Mississippi. Access to the Mississippi Code can be found at [http://www.sos.state.ms.us/ed\\_pubs/mscode/](http://www.sos.state.ms.us/ed_pubs/mscode/).

Remainder of Page Intentionally Left Blank

### **3 PROCUREMENT PROCESS**

#### **3.1 APPROACH**

This RFP is designed to provide the Offeror with the information necessary to prepare a competitive proposal. Similarly, the RFP process is intended to also provide DOM with the necessary information to adequately assist DOM in the selection of a Contractor to provide the desired services. It is not intended to be comprehensive, and each Offeror is responsible for determining all factors necessary for submission of a comprehensive and accurate proposal. DOM reserves the right to interpret the language and requirements of this RFP or its requirements in a manner that is in the best interest of the State.

DOM will ensure the fair and equitable treatment of all persons and Offerors in regards to the procurement process. The procurement process provides for the evaluation of proposals and selection of the winning proposal in accordance with Federal and State laws and regulations. Specifically, the procurement process is guided by appropriate provisions of the State Personal Service Contract Review Board Regulations which are available for inspection at 210 East Capitol Street, Suite 800, Jackson, Mississippi or downloadable at [www.mspb.ms.gov](http://www.mspb.ms.gov).

Separate technical and business proposals must be submitted simultaneously but will be opened at different stages of the evaluation process. Technical Proposals will be thoroughly evaluated in order to determine point scores for each evaluation factor and a final technical score determined before evaluation of the Business Proposal. The evaluation and selection process is described in more detail in Section 7 of this RFP.

Submission of a proposal in response to this RFP constitutes acceptance of the conditions governing the procurement process, including the evaluation factors contained in Section 7 of this RFP, and constitutes acknowledgment of the detailed descriptions of the Mississippi Medicaid Program.

No public disclosure or news release pertaining to this procurement shall be made without prior written approval of DOM. Failure to comply with this provision may result in the Offeror being disqualified.

#### **3.2 QUALIFICATION OF OFFEROR**

Each corporation shall report its corporate charter number in its transmittal letter or, if appropriate, have attached to its transmittal letter a signed statement to the effect that said corporation is exempt from the above described, and set forth the particular reason(s) for exemption. All corporations shall be in full compliance with all Mississippi laws regarding incorporation or formation and doing business in the State of Mississippi and shall be in compliance with the laws of the state in which they are incorporated, formed, or organized.

DOM may make such investigations as necessary to determine the ability and commitment of the Offeror to adhere to the requirements specified within this RFP and its proposal, and the Offeror shall furnish to DOM all such information and data for this purpose as may be requested. DOM reserves the right to inspect Offeror's physical facilities prior to award to satisfy questions regarding the Offeror's capability

**External Quality Review Organization**

**RFP# 20150123**

Office of the Governor – Division of Medicaid

to fulfill the requirements of the contract. DOM reserves the absolute right to reject any proposal if the evidence submitted by, or investigations of, such Offeror fail to satisfy DOM that such Offeror is properly qualified to carry out the obligations of the contract and to complete the work or furnish the items contemplated.

DOM reserves the right to reject any and all proposals, to request and evaluate “best and final offers” from some or all of the respondents, to negotiate with the best proposed offeror to address issues other than those described in the proposal, to award a contract to other than the lowest cost Offeror, or not to make any award if it is determined to be in the best interest of DOM and the State.

Discussions may be conducted by the procurement officer with any Offeror that submits a proposal determined to be reasonably susceptible of being selected for award. Proposals may also be accepted without such discussions. DOM reserves the right to request additional information or clarification of an Offeror’s proposal. The Offeror’s cooperation during the evaluation process in providing DOM staff with adequate responses to request for clarification will be considered a factor in the evaluation of the Offeror’s overall responsiveness. Lack of such cooperation or failure to provide the information in the manner required may, at DOM’s discretion, result in the disqualification of the Offeror’s proposal.

### **3.3 RULES OF PROCUREMENT**

To facilitate the DOM procurement, various rules have been established and are described in the following paragraphs.

#### **3.3.1 Restrictions on Communications with DOM Staff**

From the issue date of this RFP until a Contractor is selected and the contract is signed, Offerors and/or their representatives are not allowed to communicate with any DOM staff regarding this procurement except the RFP Issuing Officer Matthew Nassar.

For violation of this provision, DOM shall reserve the right to reject any proposal.

#### **3.3.2 Amendments to this Request for Proposals**

DOM reserves the right to amend the RFP at any time. All amendments will be posted to the DOM website at <http://www.medicaid.ms.gov>. After February 27, 2015, Offerors submitting proposals will be notified when amendments are released.

Offerors shall acknowledge receipt of any amendment to the solicitation, by signing the form provided with the amendment, and identifying the amendment number and date in the Offeror’s Transmittal Letter. The acknowledgment must be received by DOM by the time and at the place specified for receipt of bids.

#### **3.3.3 Cost of Preparing Proposal**

Costs of developing the proposals are solely the responsibility of the Offerors. DOM will provide no reimbursement for such costs. If site visits are made, DOM’s cost for such visits will be the responsibility

**External Quality Review Organization**  
**RFP# 20150123**

Office of the Governor – Division of Medicaid

of DOM and the Offeror's cost will be the responsibility of the Offeror and will in no way be billable to DOM.

### **3.3.4 Certification of Independent Price Determination**

The Offeror certifies that the prices submitted in response to the solicitation have been arrived at independently and without, for the purpose of restricting competition, any consultation, communication, or agreement with any other bidder or competitor relating to those prices, the intention to submit a bid, or the methods or factors used to calculate the prices bid.

### **3.3.5 Acceptance of Proposals**

After receipt of the proposals, DOM reserves the right to award the contract based on the terms, conditions, and premises of the RFP and the proposal of the selected Contractor without negotiation.

All proposals properly submitted will be accepted by DOM. After review DOM may request necessary amendments from all Offerors, reject any or all proposals received, or cancel this RFP, according to the best interest of DOM and the State of Mississippi.

DOM also reserves the right to waive minor irregularities in bids providing such action is in the best interest of DOM and the State of Mississippi. A minor irregularity is defined as a variation of the RFP which does not affect the price of the proposal, or give one party an advantage or benefit not enjoyed by other parties, or adversely impact the interest of DOM.

Where DOM may waive minor irregularities as determined by DOM, such waiver shall in no way modify the RFP requirements or excuse the Offeror from full compliance with the RFP specifications and other contract requirements if the Offeror is awarded the contract.

DOM reserves the right to exclude any and all non-responsive proposals from any consideration for contract award. DOM will award a firm fixed price contract to the Offeror whose offer is responsive to the solicitation and is most advantageous to DOM and the State of Mississippi in price, quality, and other factors considered.

### **3.3.6 Rejection of Proposals**

A proposal may be rejected for failure to conform to the rules or the requirements contained in this RFP. Proposals must be responsive to all requirements of the RFP in order to be considered for contract award. DOM reserves the right at any time to cancel the RFP, or after the proposals are received to reject any of the submitted proposals determined to be non-responsive. DOM further reserves the right to reject any and all proposals received by reason of this request. Reasons for rejecting a proposal include, but are not limited to, the following:

1. The proposal contains unauthorized amendments to the requirements of the RFP.
2. The proposal is conditional.

**External Quality Review Organization**

**RFP# 20150123**

Office of the Governor – Division of Medicaid

3. The proposal is incomplete or contains irregularities that make the proposal indefinite or ambiguous.
4. The proposal is not signed by an authorized representative of the party.
5. The proposal contains false or misleading statements or references.
6. The Offeror is determined to be non-responsible as specified in Section 3-401 of the Personal Services Contract Review Board Regulations.
7. The proposal ultimately fails to meet the announced requirements of the State in some material aspect.
8. The proposal price is clearly unreasonable.
9. The proposal is not responsive, i.e., does not conform in all material respects to the RFP.
10. The supply or service item offered in the proposal is unacceptable by reason of its failure to meet the requirements of the specifications or permissible alternates or other acceptability criteria set forth in the RFP.
11. The Offeror does not comply with the Procedures for Delivery of Proposal as set forth in the RFP.
12. The Offeror currently owes the State money.

### **3.3.7 Alternate Proposals**

Each Offeror, its subsidiaries, affiliates, or related entities shall be limited to one Technical Proposal and one Business Proposal which is responsive to the requirements of this RFP. Failure to submit a responsive proposal will result in the rejection of the Offeror's proposal. Submission of more than one proposal by an Offeror may, at the discretion of DOM, result in the summary rejection of all proposals submitted. An Offeror's proposal shall not include variable or multiple pricing options.

### **3.3.8 Proposal Amendments and Withdrawal**

Prior to the proposal due date, a submitted proposal may be withdrawn by submitting a written request for its withdrawal to DOM, signed by the Offeror.

An Offeror may submit an amended proposal before the due date for receipt of proposals. Such amended proposal must be a complete replacement for a previously submitted proposal and must be clearly identified as such in the Transmittal Letter. DOM will not merge, collate, or assemble proposal materials.

Unless requested by DOM, no other amendments, revisions, or alterations to proposals will be accepted after the proposal due date.

Any submitted proposal shall remain a valid proposal for one hundred eighty (180) days from the proposal due date.

**External Quality Review Organization**  
**RFP# 20150123**

Office of the Governor – Division of Medicaid

### **3.3.9 Disposition of Proposals**

The proposal submitted by the successful Offeror shall be incorporated into and become part of the resulting contract. All proposals received by DOM shall upon receipt become and remain the property of DOM. DOM will have the right to use all concepts contained in any proposal and this right will not affect the solicitation or rejection of the proposal.

### **3.3.10 Responsible Contractor**

DOM shall contract only with a responsible Contractor who possesses the ability to perform successfully under the terms and conditions of the proposed procurement and implementation. In letting the contract, consideration shall be given to such matters as Contractor's integrity, performance history, financial and technical resources, and accessibility to other necessary resources.

### **3.3.11 Best and Final Offers**

The Executive Director of DOM may make a written determination that it is in the State's best interest to conduct additional discussions or change the State's requirements and require submission of best and final offers. The Procurement Officer shall establish a date and time for the submission of best and final offers. Otherwise, no discussion of or changes in the bids shall be allowed prior to award. Offerors shall also be informed that if they do not submit a notice of withdrawal or another best and final offer, their immediate previous offer will be construed as their best and final offer.

## **3.4 STATE APPROVAL**

Approval from the State Personal Services Contract Review Board must be received before contract execution. Every effort will be made by DOM to facilitate rapid approval and a start date consistent with the proposed schedule.

## **3.5 NOTICE OF INTENT TO AWARD**

Award shall be made in writing to the responsible Offeror whose proposal is determined to be the most advantageous to the State taking into consideration price and evaluation factors set forth in the RFP. The notice of intended contract award shall be sent by e-mail with reply confirmation to the winning Offeror. Unsuccessful Offerors will be notified in the same manner after the award has been accepted or declined.

Consistent with existing State law, no Offeror shall infer or be construed to have any rights or interest to a contract with DOM until final approval is received from all necessary entities and until both the Offeror and DOM have executed a valid contract.

## **3.6 POST-AWARD DEBRIEFING**

### **3.6.1 Debriefing Request**

Offerors may request a post-award debriefing, by email to the Procurement Officer, to be received by DOM within three (3) business days of notification of the contract award. The Offeror must submit a list



**External Quality Review Organization**  
**RFP# 20150123**

Office of the Governor – Division of Medicaid

of written questions simultaneously with its debriefing request. A debriefing is a meeting and not a hearing; therefore, legal representation is not required. If a vendor prefers to have legal representation present, the Offeror must notify DOM and identify the Offeror's attorney prior to the debriefing. DOM may include its own legal representation in the debriefing.

**Debriefings will not be held during the protest period. Offerors who submit a protest will not be granted a debriefing.**

### **3.6.2 Scheduling the Debriefing**

The debriefing may occur any time after the protest period has passed. The debriefing may be conducted during a face-to-face meeting, by telephone, or by any other method acceptable to both DOM and the Offeror. The Procurement Officer or designee shall chair the meeting, and where practicable, may include other staff with direct knowledge of the procurement.

### **3.6.3 Information to Be Provided**

The debriefing information may include the following:

1. Evaluation of significant weaknesses or deficiencies in the Offeror's proposal, if applicable;
2. The overall evaluated technical rating of the debriefed Offeror;
3. The overall ranking of all Offerors developed during the selection process;
4. A summary of the rationale for award; and,
5. Reasonable responses to relevant questions as submitted by the debriefed Offeror with its request for debrief. Questions may pertain to selection procedures contained in the RFP, applicable regulations, and other applicable authorities that were followed.

### **3.6.4 Information Which Will Not Be Provided**

The debriefing shall not include point-by-point comparisons of the debriefed Offeror's proposal with those of other Offerors. Moreover, DOM shall not reveal any information prohibited by law and/or the following:

1. Trade secrets as identified by the Offeror;
2. Privileged or confidential processes and techniques as identified by the Offeror;
3. Commercial and financial information that is privileged or confidential, to include Offeror's cost, breakdowns, profit, indirect cost rates, and similar information as identified by the Offeror and/or;
4. The names of individuals providing reference information about any Offeror's past performance.

**External Quality Review Organization**  
**RFP# 20150123**

Office of the Governor – Division of Medicaid

DOM will not release copies of proposals or price information in the debriefing. These items may be requested through a Request for Public Information to DOM's Public Information Officer at RFI@medicaid.ms.gov.

### **3.7 PROTEST POLICY AND PROCEDURES**

#### **3.7.1 Form of the Protest**

Offerors who submit technical and business proposals in response to this RFP may protest the award of the contract resulting from this RFP. Protests must be made in writing and must be received no later than seven (7) business days from the notice of non-award. Protests should be addressed to DOM's Executive Director and must contain specific grounds for the protest. Supporting documentation may be included with the protest.

A protest must state all grounds upon which the protesting party asserts that the solicitation or award was improper. Issues not raised by the protesting party in the protest are deemed waived.

Only the following are acceptable grounds for protest:

- Failure to follow any of the following: 1) DOM procedures established in the RFP, 2) DOM rules of procurement, or 3) PSCRB Rules and Regulations;
- Errors in computing scores which contributed to the selection of an Offeror other than the lowest and best bidder; or,
- Bias, discrimination, or conflict of interest on the part of an evaluator.

Disallowed grounds include:

- Evaluators' qualifications to serve on the Evaluation Committee;
- The professional judgment of the Evaluation Committee; and,
- DOM's assessment of its own needs regarding the solicitation.

A protest that is incomplete or not submitted within the prescribed time limits will be summarily dismissed.

#### **3.7.2 Protest Bond**

Protests must be accompanied by a one hundred thousand dollars (\$100,000.00) bond. The protest bond must be maintained through final resolution, whether at the agency level or through a court of appropriate jurisdiction.

DOM will return a protest bond if (1) the protesting Offeror withdraws its protest or (2) the bond is ordered to be returned by a court of competent jurisdiction. In the event DOM finds that an Offeror's protest has no merit, DOM shall at its own discretion retain all or a percentage of the submitted bond. Please refer to Section 4.9 for further details regarding proposal protests.

### **3.7.3 DOM's Responsibilities Regarding Protests**

The Notice of Non-Award shall be accompanied by redacted copies of the evaluation score sheets.

The Procurement Officer shall provide a copy of the protest documents to the successful Offeror within three (3) business days of receipt of the protest. The successful Offeror shall have the right to provide documentation supporting the decision to award.

The Executive Director shall review all documentation concerning the procurement and may request additional documentation. He/She shall then determine whether or not the award of the contract shall be delayed or cancelled; or, if the protest is clearly without merit or that award of the contract without delay is necessary to protect the interests of the State. The Executive Director will provide written notice of the decision to the protesting Offeror. This written notice will be the final agency decision.

Remainder of This Page Intentionally Left Blank

## **4. TERMS AND CONDITIONS**

### **4.1 GENERAL**

The contract between the State of Mississippi and the Contractor shall consist of 1) the contract and any amendments thereto; 2) this request for proposals (RFP) and any amendments thereto; 3) the Contractor's proposal submitted in response to the RFP by reference and as an integral part of this contract; 4) written questions and answers. In the event of a conflict in language among the four documents referenced above, the provisions and requirements set forth and/or referenced in the contract and its amendments shall govern. After the contract, the order of priority shall be as follows: the RFP Bidder Questions and Answers, the Business Proposal, the Technical Proposal and its attachments, and the RFP. In the event that an issue is addressed in one document that is not addressed in another document, no conflict in language shall be deemed to occur.

However, DOM reserves the right to clarify any contractual relationship in writing, and such written clarification shall govern in case of conflict or ambiguity with the applicable requirements stated in the RFP or the Contractor's proposal. In all other matters not affected by the written clarification, if any, the RFP and its amendments shall govern.

The contract shall be governed by the applicable provisions of the Personal Service Contract Review Board Regulations, a copy of which is available at 210 East Capitol Street, Suite 800, Jackson, Mississippi, 39201, for inspection or on the web at [www.mspb.ms.gov](http://www.mspb.ms.gov).

No modification or change of any provision in the contract shall be made, or construed to have been made, unless such modification or change is mutually agreed upon in writing by the Contractor and DOM. The agreed upon modification or change will be incorporated as a written contract amendment and processed through DOM for approval prior to the effective date of such modification or change. In some instances, the contract amendment must be approved by CMS before the change becomes effective.

The only representatives authorized to modify this contract on behalf of DOM and the Contractor are shown below:

Contractor: Person(s) designated by the Contractor

DOM: Executive Director

### **4.2 PERFORMANCE STANDARDS, ACTUAL DAMAGES, LIQUIDATED DAMAGES, AND RETAINAGE**

DOM reserves the right to assess actual or liquidated damages, upon the Contractor's failure to provide timely services required pursuant to this contract. DOM may assess liquidated damages against the Contractor pursuant to this section, and deduct the amount of the damages from any payments due the Contractor. DOM, at its sole discretion, may establish an installment deduction plan for the amount of any damages. The determination of the amount of damages shall be at the sole discretion of DOM, within the ranges set forth below. Self-reporting by the Contractor will be taken into consideration in determining the amount of damages to be assessed. Unless specified otherwise, DOM will give written notice to the Contractor of the failure that might result in the assessment of damages and the proposed amount of the damages. The Contractor shall have fifteen (15) calendar days from the date of the notice in

**External Quality Review Organization**

**RFP# 20150123**

Office of the Governor – Division of Medicaid

which to dispute DOM's determination. Unless a different amount is specifically set forth below, DOM may, at its sole discretion, assess damages between one dollar and zero cents (\$1.00) and five thousand dollars and zero cents (\$5,000.00) for each failure that occurs or remains uncorrected.

Assessment of any actual or liquidated damages does not waive any other remedies available to DOM pursuant to this contract or State or Federal law. If liquidated damages are known to be insufficient then DOM has the right to pursue actual damages.

1. Failure by Contractor to comply with reporting requirements set forth in this RFP. (\$500 per instance, per day)
2. Failure by Contractor to submit by the due date any material required by the Contract. DOM will give written notice to Contractor, via email, fax, overnight mail, or through regular mail, of the late material. The Contractor shall have ten (10) calendar days following receipt of the notice in which to cure the failure by submitting the complete and accurate material. If the material has not been submitted within the ten (10) calendar day period, DOM, without further notice, may assess damages. (\$500 per instance, per day)
3. Any other failure of Contractor that DOM determines constitutes a substantial non-compliance with any material term of the Contractor and/or RFP not specifically enumerated herein.

If the Contractor's failure to perform satisfactorily exposes DOM to the likelihood of contracting with another person or entity to perform services required of the Contractor under this contract, upon notice setting forth the services and retainage, DOM may withhold from the Contractor payments in an amount commensurate with the costs anticipated to be incurred. If costs are incurred, DOM shall account to the Contractor and return any excess to the Contractor. If the retainage is not sufficient, the Contractor shall immediately reimburse DOM the difference or DOM may offset from any payments due the Contractor. The Contractor will cooperate fully with the retained Contractor and provide any assistance it needs to implement the terms of its agreement for services for retainage.

## **4.3 TERM OF CONTRACT**

DOM will award a Contract based on proposals. The Contract period begins June 1, 2015, and shall terminate on May 31, 2018. DOM may have, under the same terms and conditions as the existing contract, an option for two (2) one-year extensions, provided DOM obtains approval from the Personal Services Contract Review Board to allow an extension period.

### **4.3.1 Stop Work Order**

1. Order to Stop Work – The DOM Contract Administrator may, by written order to the Contractor at any time and without notice to any surety, require the Contractor to stop all or any part of the work called for by this contract. This order shall be for a specified period not exceeding ninety (90) days after the order is delivered to the Contractor, unless the parties agree to any further period. Any such order shall be identified specifically as a stop work order issued pursuant to this clause. Upon receipt of such an order, the Contractor shall forthwith comply with its terms and take all reasonable steps to minimize the occurrence of costs allocable to the work covered by the order during the period of work stoppage. Before the stop work order expires, or within any

**External Quality Review Organization**

**RFP# 20150123**

Office of the Governor – Division of Medicaid

further period to which the parties shall have agreed, the DOM Contract Administrator shall either

- a. Cancel the stop work order; or
  - b. Terminate the work covered by such order as provided in the “Termination for Default Clause” or the “Termination for Convenience Clause” of this contract.
2. Cancellation or Expiration of the Order - If a stop work order issued under this clause is canceled at any time during the period specified in the order, or if the period of the order or any extension thereof expires, the Contractor shall have the right to resume work. An appropriate adjustment shall be made in the delivery schedule or Contractor price, or both, and the contract shall be modified in writing accordingly, if
- a. The stop work order results in an increase in the time required for, or in the Contractor’s cost properly allocable to, the performance of any part of this contract; and
  - b. The Contractor asserts a claim for such an adjustment within thirty (30) days after the end of the period of work stoppage; provided that, if the DOM Contract Administrator decides that the facts justify such action, any such claim asserted may be received and acted upon at any time prior to final payment under this Contract
3. Termination of Stopped Work - If a stop work order or extension is not canceled and the work covered by such order is terminated for default or convenience, the reasonable costs resulting from the stop work order shall be allowed by adjustment or otherwise.
4. Adjustments of Price: Any adjustment in contract price made pursuant to this clause shall be negotiated between DOM and the Contractor.

#### **4.3.2 Termination of Contract**

The Contract resulting from this RFP may be terminated by DOM as follows:

1. For default by the Contractor;
2. For convenience;
3. For the Contractor’s bankruptcy, insolvency, receivership, liquidation; and,
4. For non-availability of funds.

At DOM’s option, termination for any reason listed herein may also be considered termination for convenience.

##### **4.3.2.1 Termination for Default by the Contractor**

DOM may immediately terminate this contract in whole or in part whenever DOM determines that the Contractor has failed to satisfactorily perform its contractual duties and responsibilities and is unable to resolve such failure within a period of time specified by DOM, after considering the gravity and nature of the default. Such termination shall be referred to herein as “Termination for Default.”

**External Quality Review Organization**

**RFP# 20150123**

Office of the Governor – Division of Medicaid

Upon determination by DOM of any such failure to satisfactorily perform its contractual duties and responsibilities, DOM may notify the Contractor of the failure and establish a reasonable time period in which to resolve such failure. If the Contractor does not resolve the failure within the specified time period, DOM will notify the Contractor that the contract in full or in part has been terminated for default. Such notices shall be in writing and delivered to the Contractor by certified mail, return receipt requested, or in person.

If, after Notice of Termination for default, it is determined that the Contractor was not in default or that the Contractor's failure to perform or make progress in performance was due to causes beyond the control and without error or negligence on the part of the Contractor or any subcontractor, the Notice of Termination shall be deemed to have been issued as a termination for the convenience of DOM, and the rights and obligations of the parties shall be governed accordingly.

In the event of Termination for Default, in full or in part as provided by this clause, DOM may procure, upon such terms and in such manner as DOM may deem appropriate, supplies or services similar to those terminated, and the Contractor shall be liable to DOM for any excess costs for such similar supplies or services for the remainder of the contract period. In addition, the Contractor shall be liable to DOM for administrative costs incurred by DOM in procuring such similar supplies or services.

In the event of a termination for default, the Contractor shall be paid for those deliverables which the Contractor has delivered to DOM. Payments for completed deliverables delivered to and accepted by DOM shall be at the contract price.

The rights and remedies of DOM provided in this clause shall not be exclusive and are in addition to any other rights and remedies provided by law or under the contract.

#### **4.3.2.2 Termination for Convenience**

DOM may terminate performance of work under the contract in whole or in part whenever for any reason DOM shall determine that such termination is in the best interest of DOM.

In the event that DOM elects to terminate the contract pursuant to this provision, it shall notify the Contractor by certified mail, return receipt requested, or delivered in person. Termination shall be effective as of the close of business on the date specified in the notice, which shall be at least thirty (30) days from the date of receipt of the notice by the Contractor.

Upon receipt of Notice of Termination for convenience, the Contractor shall be paid the following:

- The contract price(s) for completed deliverables delivered to and accepted by DOM; and,
- A price commensurate with the actual cost of performance for partially completed deliverables.

#### **4.3.2.3 Termination for the Contractor Bankruptcy**

In the event that the Contractor shall cease conducting business in the normal course, become insolvent, make a general assignment for the benefit of creditors, suffer or permit the appointment of a receiver for its business or its assets, or shall avail itself of, or become subject to, any proceeding under the Bankruptcy Reform Act of 1978 or any other applicable Federal or State statute relating to insolvency or the protection of the rights of creditors, DOM may, at its option, terminate this contract in whole or in part.

In the event DOM elects to terminate the contract under this provision, it shall do so by sending Notice of Termination to the Contractor by certified mail, return receipt requested, or delivered in person. The date of termination shall be the close of business on the date specified in such notice to the Contractor. In the event of the filing of a petition in bankruptcy by or against a principal subcontractor, the Contractor shall immediately so advise DOM.

The Contractor shall ensure and shall satisfactorily demonstrate to DOM that all tasks related to the subcontract are performed in accordance with the terms of this contract.

#### **4.3.2.4 Availability of Funds**

It is expressly understood and agreed that the obligation of DOM to proceed under this Contract is conditioned upon the appropriation of funds by the Mississippi State Legislature and the receipt of State and/or Federal funds. If the funds anticipated for the continuing fulfillment of the Contract are, at any time, not forthcoming or insufficient, either through the failure of the Federal government to provide funds or of the State of Mississippi to appropriate funds or the discontinuance or material alteration of the program under which the funds were provided or if funds are not otherwise available to DOM, DOM shall have the right upon ten (10) working days written notice to the Contractor, to terminate this Contract without damage, penalty, cost, or expense to DOM of any kind whatsoever. The effective date of termination shall be as specified in the notice of termination.

### **4.3.3 Procedure on Termination**

#### **4.3.3.1 Contractor Responsibilities**

Upon delivery by certified mail, return receipt requested, or in person to the Contractor a Notice of Termination specifying the nature of the termination, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective, the Contractor shall:

1. Stop work under the contract on the date and to the extent specified in the Notice of Termination;
2. Place no further orders or subcontracts for materials, services or facilities, except as may be necessary for completion of such portion of the work in progress under the contract until the effective date of termination;
3. Terminate all orders and subcontracts to the extent that they relate to the performance of work terminated by the Notice of Termination;
4. Deliver to DOM within the time frame as specified by DOM in the Notice of Termination, copies of all data and documentation in the appropriate media and make available all records required to assure continued delivery of services to beneficiaries and providers at no cost to DOM;
5. Complete the performance of the work not terminated by the Notice of Termination;
6. Take such action as may be necessary, or as DOM may direct, for the protection and preservation of the property related to the contract which is in the possession of the Contractor and in which DOM has or may acquire an interest;
7. Fully train DOM staff or other individuals at the direction of DOM in the operation and maintenance of the process;



**External Quality Review Organization**

**RFP# 20150123**

Office of the Governor – Division of Medicaid

8. Promptly transfer all information necessary for the reimbursement of any outstanding claims; and
9. Complete each portion of the Turnover Phase after receipt of the Notice of Termination. The Contractor shall proceed immediately with the performance of the above obligations notwithstanding any allowable delay in determining or adjusting the amount of any item of reimbursable price under this clause.

The Contractor has an absolute duty to cooperate and help with the orderly transition of the duties to DOM or its designated Contractor following termination of the contract for any reason.

#### **4.3.3.2 DOM Responsibilities**

Except for Termination for Contractor Default, DOM will make payment to the Contractor on termination and at contract price for completed deliverables delivered to and accepted by DOM. The Contractor shall be reimbursed for partially completed deliverables, accepted by DOM, at a price commensurate with actual cost of performance.

In the event of the failure of the Contractor and DOM to agree in whole or in part as to the amounts to be paid to the Contractor in connection with any termination described in this RFP, DOM shall determine on the basis of information available the amount, if any, due to the Contractor by reason of termination and shall pay to the Contractor the amount so determined.

The Contractor shall have the right of appeal, as stated under Disputes (Paragraph 4.9.5) from any such determination made by DOM.

#### **4.3.4 Assignment of the Contract**

The Contractor shall not sell, transfer, assign, or otherwise dispose of the contract or any portion thereof or of any right, title, or interest therein without the prior written consent of DOM. Any such purported assignment or transfer shall be void. If approved, any assignee shall be subject to all terms and conditions of this contract and other supplemental contractual documents. No approval by DOM of any assignment may be deemed to obligate DOM beyond the provisions of this contract. This provision includes reassignment of the contract due to change in ownership of the Contractor. DOM shall at all times be entitled to assign or transfer its rights, duties, and/or obligations under this contract to another governmental agency in the State of Mississippi upon giving prior written notice to the Contractor.

#### **4.3.5 Excusable Delays/Force Majeure**

The Contractor and DOM shall be excused from performance under this contract for any period that they are prevented from performing any services under this Contract as a result of an act of God, war, civil disturbance, epidemic, court order, government act or omission, or other cause beyond their reasonable control. When such a cause arises, the Contractor shall notify DOM immediately in writing of the cause of its inability to perform, how it affects its performance, and the anticipated duration of the inability to perform. Delays in delivery or in meeting completion dates due to force majeure events shall automatically extend such dates for a period equal to the duration of the delay caused by such events, unless DOM determines it to be in its best interest to terminate the Contract.

#### **4.3.6 Applicable Law**

The contract shall be governed by and construed in accordance with the laws of the State of Mississippi, excluding its conflict of law provisions, and any litigation with respect thereto shall be brought in the courts of the State of Mississippi. The Contractor shall comply with applicable Federal, State, and local laws and regulations.

#### **4.4 NOTICES**

Whenever, under this RFP, one party is required to give notice to the other, except for purposes of Notice of Termination under Section 4.3, such notice shall be deemed given upon delivery, if delivered by hand, or upon the date of receipt or refusal, if sent by registered or certified mail, return receipt requested or by other carriers that require signature upon receipt. Notice may be delivered by facsimile transmission, with original to follow by certified mail, return receipt requested, or by other carriers that require signature upon receipt, and shall be deemed given upon transmission and facsimile confirmation that it has been received. Notices shall be addressed as follows:

In case of notice to the Contractor:

Project Manager  
Street Address  
City, State Zip Code

In case of notice to DOM:

Executive Director  
Division of Medicaid  
550 High St., Suite 1000  
Jackson, Mississippi 39201

Copy to Contract Administrator, DOM

#### **4.5 COST OR PRICING DATA**

If DOM determines that any price, including profit or fee, negotiated in connection with this RFP was increased because the Contractor furnished incomplete or inaccurate cost or pricing data not current as certified in the Contractor's certification of current cost or pricing data, then such price or cost shall be reduced accordingly and this RFP shall be modified in writing and acknowledged by the Contractor to reflect such reduction.

#### **4.6 SUBCONTRACTING**

The Contractor is solely responsible for fulfillment of the Contract terms with DOM. DOM will make Contract payments only to the Contractor.

The Contractor shall not subcontract any portion of the services to be performed under this Contract without the prior written approval of DOM. The Contractor shall notify DOM not less than thirty (30) days in advance of its desire to subcontract and include a copy of the proposed subcontract with the proposed subcontractor.

## **External Quality Review Organization**

**RFP# 20150123**

Office of the Governor – Division of Medicaid

Approval of any subcontract shall neither obligate DOM nor the State of Mississippi as a party to that subcontract nor create any right, claim, or interest for the subcontractor against the State of Mississippi or DOM, their agents, their employees, their representatives, or successors.

Any subcontract shall be in writing and shall contain provisions such that it is consistent with the Contractor's obligations pursuant to this Contract.

The Contractor shall be solely responsible for the performance of any subcontractor under such subcontract approved by DOM.

The Contractor shall give DOM immediate written notice by certified mail, facsimile, or any other carrier that requires signature upon receipt of any action or suit filed and prompt notice of any claim made against the Contractor or subcontractor which in the opinion of the Contractor may result in litigation related in any way to the Contract with DOM.

## **4.7 PROPRIETARY RIGHTS**

### **4.7.1 Ownership of Documents**

Where activities supported by this contract produce original writing, sound recordings, pictorial reproductions, drawings, or other graphic representation and works of any similar nature, DOM shall have the right to use, duplicate, and disclose such materials in whole or in part, in any manner, for any purpose whatsoever and to have others do so. If the material is qualified for copyright, the Contractor may copyright such material, with approval of DOM, but DOM shall reserve a royalty-free, non-exclusive, and irrevocable license to reproduce, publish, and use such materials, in whole or in part, and to authorize others to do so.

### **4.7.2 Ownership of Information and Data**

DOM, The Department of Health and Human Services (DHHS), CMS, the State of Mississippi, and/or their agents shall have unlimited rights to use, disclose, or duplicate, for any purpose whatsoever, all information and data developed, derived, documented, or furnished by the Contractor under any contract resulting from this RFP.

The Contractor agrees to grant in its own behalf and on behalf of its agents, employees, representatives, assignees, and subcontractors to DOM, DHHS, CMS and the State of Mississippi and to their officers, agents, and employees acting in their official capacities a royalty-free, non-exclusive, and irrevocable license throughout the world to publish, reproduce, translate, deliver, and dispose of all such information now covered by copyright of the proposed Contractor.

Excluded from the foregoing provisions in this Section 4.7.2, however, are any pre-existing, proprietary tools owned, developed, or otherwise obtained by Contractor independent of this Contract. Contractor is and shall remain the owner of all rights, title and interest in and to the Proprietary Tools, including all copyright, patent, trademark, trade secret and all other proprietary rights thereto arising under Federal and State law, and no license or other right to the Proprietary Tools is granted or otherwise implied. Any right that DOM may have with respect to the Proprietary Tools shall arise only pursuant to a separate written agreement between the parties.

#### **4.7.3 Public Information**

Offerors must provide an electronic, single document version of proposals redacting those provisions of the proposal which contain trade secrets or other proprietary data which they believe may remain confidential in accordance with Sections 25-61-9 and 79-23-1, *et seq.* of the Mississippi Code Annotated of 1972, as amended. Offerors should be aware that the redacted version of their technical proposals is considered public record and is subject to release by DOM pursuant to and in accordance with Section 25-61-1, *et seq.* of the Mississippi Code Annotated of 1972.

#### **4.7.3 Right of Inspection**

DOM, the Mississippi Department of Audit, The Department of Health and Human Services (DHHS), CMS, the Office of Inspector General (OIG), the General Accounting Office (GAO), or any other auditing agency prior-approved by DOM, or their authorized representative shall, at all reasonable times, have the right to enter onto the Contractor's premises, or such other places where duties under this contract are being performed, to inspect, monitor, or otherwise evaluate (including periodic systems testing) the work being performed. The Contractor must provide access to all facilities and assistance for DOM and Mississippi Audit Department representatives. All inspections and evaluations shall be performed in such a manner as will not unduly delay work. Refusal by the Contractor to allow access to all documents, papers, letters or other materials, shall constitute a breach of contract. All audits performed by persons other than DOM staff will be coordinated through DOM and its staff.

#### **4.7.4 Licenses, Patents and Royalties**

DOM does not tolerate the possession or use of unlicensed copies of proprietary software. The Contractor shall be responsible for any penalties or fines imposed as a result of unlicensed or otherwise defectively titled software.

The Contractor, without exception, shall indemnify, save, and hold harmless DOM and its employees from liability of any nature or kind, including cost and expenses for or on account of any copyrighted, patented, or non-patented invention, process, or article manufactured by the Contractor. DOM will provide prompt written notification of a claim of copyright or patent infringement.

Further, if such a claim is made or is pending, the Contractor may, at its option and expense, procure for DOM the right to continue use of, replace or modify the article to render it non-infringing. If none of the alternatives are reasonably available, the Contractor agrees to take back the article and refund the total amount DOM has paid the Contractor under this contract for use of the article.

If the Contractor uses any design, device, or materials covered by letters, patent or copyright, it is mutually agreed and understood without exception that the proposed prices shall include all royalties or costs arising from the use of such design, device, or materials in any way involved in the work.

#### **4.7.5 Records Retention Requirements**

The Contractor shall maintain detailed records evidencing all expenses incurred pursuant to the Contract, the provision of services under the Contract, and complaints, for the purpose of audit and evaluation by DOM and other Federal or State personnel. All records, including training records, pertaining to the Contract must be readily retrievable within three (3) workdays for review at the request of DOM and its authorized representatives. All records shall be maintained and available for review by authorized

**External Quality Review Organization**  
**RFP# 20150123**

Office of the Governor – Division of Medicaid

Federal and State personnel during the entire term of the Contract and for a period of six (6) years thereafter, unless an audit is in progress or there is pending litigation. When an audit or pending litigation has not been completed at the end of the six (6) year period, records shall be retained until all issues are finally resolved.

#### **4.8 REPRESENTATION REGARDING CONTINGENT FEES**

The Contractor represents that it has not retained a person to solicit or secure a State contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except as disclosed in the Contractor's bid or proposal.

#### **4.9 INTERPRETATIONS/CHANGES/DISPUTES**

The RFP in its entirety is a part of the Contract. In the event of a dispute or conflict among any of the components of the contract, the Contract shall govern. After the Contract, the order of priority is: Att. D, Bidder Questions and Answers; Att. C or E, the Business Proposal or BAFO; Att. B, the Technical Proposal; and Att. A, the RFP. All the documents shall be read and construed as far as possible to be one harmonious whole; however, in the event of a conflict or dispute, the above list is the list of priority.

DOM reserves the right to clarify any contractual relationship in writing and such clarification will govern in case of conflict with the requirements of the RFP. Any ambiguity in the RFP shall be construed in favor of DOM.

The contract represents the entire agreement between the Contractor and DOM and it supersedes all prior negotiations, representations, or agreements, either written or oral between the parties hereto relating to the subject matter hereof.

##### **4.9.1 Conformance with Federal and State Regulations**

The Contractor shall be required to conform to all Federal and State laws, regulations, and policies as they exist or as amended.

In the event that the Contractor requests that the Executive Director of DOM or his/her designee issue policy determinations or operating guidelines required for proper performance of the contract, DOM shall do so in a timely manner. The Contractor shall be entitled to rely upon and act in accordance with such policy determinations and operating guidelines unless the Contractor acts negligently, maliciously, fraudulently, or in bad faith.

The Contractor expressly agrees to all of the provisions and requirements as set forth in the State Plan for Medical Assistance approved by the State of Mississippi and by the Secretary of the United States Department of Health and Human Services, pursuant to Title XIX of the Social Security Act, and understands those provisions and requirements are also incumbent on the Contractor.

##### **4.9.2 Waiver**

No assent, expressed or implied, by the parties hereto to the breach of the provisions or conditions of this Contract shall be deemed or taken to be a waiver of any succeeding breach of the same or any other provision or condition and shall not be construed to be a modification of the terms of this Contract.

## **External Quality Review Organization**

**RFP# 20150123**

Office of the Governor – Division of Medicaid

Moreover, no delay or omission by either party to this Contract in exercising any right, power, or remedy hereunder or otherwise afforded by contract, at law, or in equity shall constitute an acquiescence therein, impair any other right, power or remedy hereunder or otherwise afforded by any means, or operate as a waiver of such right, power, or remedy. No waiver by either party to this Contract shall be valid unless set forth in writing by the party making said waiver. No waiver of or modification to any term or condition of this Contract will void, waive, or change any other term or condition. No waiver by one party to this Contract of a default by the other party will imply, be construed as or require waiver of future or other defaults.

### **4.9.3 Severability**

If any part, term or provision of the contract (including items incorporated by reference) is held by the courts or other judicial body to be illegal or in conflict with any law of the State of Mississippi or any Federal law, the validity of the remaining portions or provisions shall not be affected and the obligations of the parties shall be construed in full force as if the Contract did not contain that particular part, term or provision held to be invalid.

### **4.9.4 Change Orders and/or Amendments**

The Executive Director of DOM or designated representative may, at any time, by written order delivered to the Contractor at least thirty (30) days prior to the commencement date of such change, make administrative changes within the general scope of the contract. If any such change causes an increase or decrease in the cost of the performance of any part of the work under the contract an adjustment commensurate with the costs of performance under this contract shall be made in the contract price or delivery schedule or both. Any claim by the Contractor for equitable adjustment under this clause must be asserted in writing to DOM within thirty (30) days from the date of receipt by the Contractor of the notification of change. Failure to agree to any adjustment shall be a dispute within the meaning of the Disputes Clause of this Contract. Nothing in this clause, however, shall in any manner excuse the Contractor from proceeding diligently with the contract as changed.

If the parties are unable to reach an agreement within thirty (30) days of DOM receipt of the Contractor's cost estimate, the Executive Director of DOM shall make a determination of the revised price, and the Contractor shall proceed with the work according to a schedule approved by DOM subject to the Contractor's right to appeal the Executive Director's determination of the price pursuant to the Disputes clause.

The rate of payment for changes or amendments completed per contract year shall be at the rates specified by the Contractor's proposal.

At any time during the term of this contract, DOM may increase the quantity of goods or services purchased under this contract by sending the Contractor a written amendment or modification to that effect which references this contract and is signed by the Executive Director of DOM. The purchase price shall be the lower of the unit cost identified in the Contractor's proposal or the Contractor's then-current, published price. The foregoing shall not apply to services provided to DOM at no charge. The delivery schedule for any items added by exercise of this option shall be set by mutual agreement.

### **4.9.5 Disputes**

Any dispute concerning the contract which is not disposed of by agreement shall be decided by the Executive Director of DOM who shall reduce such decision to writing and mail or otherwise furnish a



**External Quality Review Organization**

**RFP# 20150123**

Office of the Governor – Division of Medicaid

copy thereof to the Contractor. The decision of the Executive Director shall be final and conclusive. Nothing in this paragraph shall be construed to relieve the Contractor of full and diligent performance of the contract.

#### **4.9.6 Cost of Litigation**

In the event that DOM deems it necessary to take legal action to enforce any provision of the contract, the Contractor shall bear the cost of such litigation, as assessed by the court, in which DOM prevails. Neither the State of Mississippi nor DOM shall bear any of the Contractor's cost of litigation for any legal actions initiated by the Contractor against DOM regarding the provisions of the contract. Legal action shall include administrative proceedings.

#### **4.9.7 Attorney Fees**

The Contractor agrees to pay reasonable attorney fees incurred by the State and DOM in enforcing this Contract or otherwise reasonably related thereto.

#### **4.10 INDEMNIFICATION**

The Contractor agrees to indemnify, defend, save, and hold harmless DOM, the State of Mississippi, their officers, agents, employees, representatives, assignees, and Contractors from any and all claims and losses accruing or resulting to any and all the Contractor employees, agents, subcontractors, laborers, and any other person, association, partnership, entity, or corporation furnishing or supplying work, services, materials, or supplies in connection with performance of this contract, and from any and all claims and losses accruing or resulting to any such person, association, partnership, entity, or corporation who may be injured, damaged, or suffer any loss by the Contractor in the performance of the contract.

The Contractor agrees to indemnify, defend, save, and hold harmless DOM, the State of Mississippi, their officers, agents, employees, representatives, assignees, and Contractors against any and all liability, loss, damage, costs or expenses which DOM may sustain, incur or be required to pay: 1.) by reason of any person suffering personal injury, death or property loss or damage of any kind either while participating with or receiving services from the Contractor under this contract, or while on premises owned, leased, or operated by the Contractor or while being transported to or from said premises in any vehicle owned, operated, leased, chartered, or otherwise contracted for or in the control of the Contractor or any officer, agent, or employee thereof; or 2.) by reason of the Contractor or its employee, agent, or person within its scope of authority of this contract causing injury to, or damage to the person or property of a person including but not limited to DOM or the Contractor, their employees or agents, during any time when the Contractor or any officer, agent, employee thereof has undertaken or is furnishing the services called for under this contract.

The Contractor agrees to indemnify, defend, save, and hold harmless DOM, the State of Mississippi, their officers, agents, employees, representatives, assignees, and Contractors against any and all liability, loss, damages, costs or expenses which DOM or the State may incur, sustain or be required to pay by reason of the Contractor, its employees, agents or assigns: 1.) failing to honor copyright, patent or licensing rights to software, programs or technology of any kind in providing services to DOM, or 2.) breaching in any manner the confidentiality required pursuant to Federal and State law and regulations.

The Contractor agrees to indemnify, defend, save, and hold harmless DOM, the State of Mississippi, their officers, agents, employees, representatives, assignees, and Contractors from all claims, demands, liabilities, and suits of any nature whatsoever arising out of the contract because of any breach of the

## **External Quality Review Organization**

**RFP# 20150123**

Office of the Governor – Division of Medicaid

contract by the Contractor, its agents or employees, including but not limited to any occurrence of omission or commission or negligence of the Contractor, its agents or employees.

If in the reasonable judgment of DOM a default by the Contractor is not so substantial as to require termination and reasonable efforts to induce the Contractor to cure the default are unsuccessful and the default is capable of being cured by DOM or by another resource without unduly interfering with the continued performance of the Contractor, DOM may provide or procure such services as are reasonably necessary to correct the default. In such event, the Contractor shall reimburse DOM for the entire cost of those services. DOM may deduct the cost of those services from the Contractor's monthly administrative invoices. The Contractor shall cooperate with DOM or those procured resources in allowing access to facilities, equipment, data or any other Contractor resources to which access is required to correct the default. The Contractor shall remain liable for ensuring that all operational performance standards remain satisfied.

### **4.10.1 No Limitation of Liability**

Nothing in this contract shall be interpreted as excluding or limiting any liability of the Contractor for harm caused by the intentional or reckless conduct of the Contractor, or for damages incurred in the negligent performance of duties by the Contractor, or for the delivery by the Contractor of products that are defective, or for breach of contract or any other duty by the Contractor. Nothing in the contract shall be interpreted as waiving the liability of the Contractor for consequential, special, indirect, incidental, punitive or exemplary loss, damage, or expense related to the Contractor's conduct or performance under this contract.

### **4.10.2 Third Party Action Notification**

Contractor shall give DOM prompt notice in writing of any action or suit filed, and prompt notice of any claim made against Contractor by any entity that may result in litigation related in any way to this Contract.

## **4.11 STATUS OF THE CONTRACTOR**

### **4.11.1 Independent Contractor**

It is expressly agreed that the Contractor is an Independent Contractor performing professional services for DOM and is not an officer or employee of the State of Mississippi or DOM. It is further expressly agreed that the contract shall not be construed as a partnership or joint venture between the Contractor and DOM.

The Contractor shall be solely responsible for all applicable taxes, insurance, licensing and other costs of doing business. Should the Contractor default on these or other responsibilities jeopardizing the Contractor's ability to perform services effectively, DOM, in its sole discretion, may terminate this contract.

The Contractor shall not purport to bind DOM, its officers or employees nor the State of Mississippi to any obligation not expressly authorized herein unless DOM has expressly given the Contractor the authority to do so in writing.



## **External Quality Review Organization**

**RFP# 20150123**

Office of the Governor – Division of Medicaid

The Contractor shall give DOM immediate notice in writing of any action or suit filed, or of any claim made by any party which might reasonably be expected to result in litigation related in any manner to this contract or which may impact the Contractor's ability to perform.

No other agreements of any kind may be made by the Contractor with any other party for furnishing any information or data accumulated by the Contractor under this contract or used in the operation of this program without the written approval of DOM. Specifically, DOM reserves the right to review any data released from reports, histories, or data files created pursuant to this Contract.

In no way shall the Contractor represent itself directly or by inference as a representative of the State of Mississippi or DOM except within the confines of its role as an Independent Contractor for DOM. DOM's approval must be received in all instances in which the Contractor distributes publications, presents seminars or workshops, or performs any other outreach.

The Contractor shall not use DOM's name or refer to the Contract and the services provided therein directly or indirectly in any advertisement, news release, professional trade or business presentation without prior written approval from DOM.

### **4.11.2 Employment of DOM Employees**

The Contractor shall not knowingly engage on a full-time, part-time, or other basis during the period of the contract, any professional or technical personnel who are or have been at any time during the period of the contract in the employ of DOM, without the written consent of DOM. Further, the Contractor shall not knowingly engage in this project, on a full-time, part-time, or other basis during the period of the contract, any former employee of DOM who has not been separated from DOM for at least one year, without the written consent of DOM.

The Contractor shall give priority consideration to hiring interested and qualified adversely affected State employees at such times as requested by DOM to the extent permitted by this contract or State law.

### **4.11.3 Conflict of Interest**

No official or employee of DOM and no other public official of the State of Mississippi or the Federal Government who exercises any functions or responsibilities in the review or approval of the undertaking or carrying out of the project shall, prior to the completion of the project, voluntarily acquire any personal interest, direct or indirect, in the contract or proposed contract. A violation of this provision shall constitute grounds for termination of this contract. In addition, such violation will be reported to the State Ethics Commission, Attorney General, and appropriate Federal law enforcement officers for review.

The Contractor covenants that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of its services hereunder. The Contractor further covenants that in the performance of the contract no person having any such known interests shall be employed including subsidiaries or entities that could be misconstrued as having a joint relationship, and no immediate family members of Medicaid providers shall be employed by the Contractor.

**External Quality Review Organization**

**RFP# 20150123**

Office of the Governor – Division of Medicaid

#### **4.11.4 Personnel Practices**

All employees of the Contractor involved in the Medicaid function will be paid as any other employee of the Contractor who works in another area of their organization in a similar position. The Contractor shall develop any and all methods to encourage longevity in Contractor's staff assigned to this contract.

Employees of the Contractor shall receive all benefits afforded to other similarly situated employees of the Contractor.

The Contractor must agree to sign the Drug Free Workplace Certificate (Exhibit 1).

#### **4.11.5 No Property Rights**

No property rights inure to the Contractor except for compensation for work that has already been performed.

### **4.12 EMPLOYMENT PRACTICES**

The Contractor understands that DOM is an equal opportunity employer and therefore, maintains a policy which prohibits unlawful discrimination based on race, color, creed, religion, sex, age, national origin, physical handicap, disability, genetic information, political affiliation, ancestry, limited English proficiency, or any other consideration made unlawful by Federal, State, or local laws. All such discrimination is unlawful and the Contractor agrees during the term of the Contract that the Contractor will strictly adhere to this policy in its employment practices and provision of services, including, but not limited to, hiring, termination/discharge, promotion/demotion, or other terms and conditions of employment. The Contractor shall comply with, and all activities under this Contract shall be subject to, all applicable Federal, State of Mississippi, and local laws and regulations related to unlawful discrimination, as now existing and as may be amended or modified.

The Contractor agrees to post in conspicuous places, available to employees and applicants for employment notices setting forth the provisions of this clause.

The Contractor shall, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, creed, religion, sex, age, national origin, physical handicap, disability, genetic information, political affiliation, ancestry, limited English proficiency, or any other consideration made unlawful by Federal, State, or local laws, except where it relates to a bona fide occupational qualification or requirement.

The Contractor shall comply with the non-discrimination clause contained in Federal Executive Order 11246, as amended by Federal Executive Order 11375, relative to Equal Employment Opportunity for all persons without regard to race, color, religion, sex, or national origin, and the implementing rules and regulations prescribed by the Secretary of Labor and with Title 41, Code of Federal Regulations, Chapter 60. The Contractor shall comply with related State laws and regulations, if any.

The Contractor shall comply with the Civil Rights Act of 1964, and any amendments thereto, and the rules and regulations thereunder, and Section 504 of Title V of the Rehabilitation Act of 1973, as amended, and related State laws and regulations, if any.

**External Quality Review Organization**

**RFP# 20150123**

Office of the Governor – Division of Medicaid

If DOM finds that the Contractor is not in compliance with any of these requirements at any time during the term of this contract, DOM reserves the right to terminate this contract or take such other steps as it deems appropriate, in its sole discretion, considering the interests and welfare of the State.

## **4.13 OWNERSHIP AND FINANCIAL INFORMATION**

### **4.13.1 Information To Be Disclosed**

In accordance with 42 C.F.R. § 455.104(b), the Contractor shall disclose the following:

1. The name and address of any individual or corporation with an ownership or control interest in the disclosing entity, DOM's fiscal agent, or managed care entity. The address for corporate entities must include as applicable primary business, every business location, and P.O. Box address;
2. Date of birth and Social Security Number (in the case of an individual);
3. Other tax identification number (in the case of a corporation) with an ownership or control interest in the disclosing entity (or DOM's fiscal agent or managed care entity) or in any subcontractor in which the disclosing entity (or DOM's fiscal agent or managed care entity) has a five percent (5%) or more interest;
4. Whether the individual or corporation with an ownership or control interest in the disclosing entity (or DOM's fiscal agent or managed care entity) is related to another person with ownership or control interest in the disclosing entity as a spouse, parent, child, or sibling; or whether the individual or corporation with an ownership or control interest in any subcontractor in which the disclosing entity (or DOM's fiscal agent or managed care entity) has a five percent (5%) or more interest is related to another person with ownership or control interest in the disclosing entity as a spouse, parent, child, or sibling;
5. The name of any other disclosing entity (or DOM's fiscal agent or managed care entity) in which an owner of the disclosing entity (or DOM's fiscal agent or managed care entity) has an ownership or control interest; and,
6. The name, address, date of birth, and Social Security Number of any managing employee of the disclosing entity (or DOM's fiscal agent or managed care entity).

### **4.13.2 When Information Will Be Disclosed**

In accordance with 42 C.F.R. § 455.104(c), disclosures from the Contractor are due at any of the following times:

1. Upon the Contractor submitting a proposal in accordance with the State's procurement process;
2. Annually, including upon the execution, renewal, and extension of the contract with the State; and,
3. Within thirty-five (35) days after any change in ownership of the Contractor.

#### **4.13.3 To Whom Information Will Be Disclosed**

In accordance with 42 C.F.R. § 455.104(d), all disclosures must be provided to DOM, the State's designated Medicaid agency.

#### **4.13.4 Federal Financial Participation**

In accordance with 42 C.F.R. § 455.104(e), Federal financial participation (FFP) is not available in payments made to a disclosing entity that fails to disclose ownership or control information as required by said section.

#### **4.13.5 Information Related to Business Transactions**

In accordance with 42 C.F.R. § 455.105, the Contractor must fully disclose all information related to business transactions. The Contractor must submit, within thirty-five (35) days of the date on a request by the Secretary or DOM, full and complete information about:

1. The ownership of any subcontractor with whom the Contractor has had business transactions totaling more than twenty-five thousand dollars and zero cents (\$25,000.00) during the 12-month period ending on the date of the request; and,
2. Any significant business transactions between the Contractor and any wholly owned supplier, or between the Contractor and any subcontractor, during the 5-year period ending on the date of the request.

#### **4.13.6 Disclosure of Identity of Any Person Convicted of a Criminal Offense**

In accordance with 42 C.F.R. § 455.106(a), the Contractor must disclose to DOM the identity of any person who:

1. Has ownership or control interest in the Contractor, or is an agent or managing employee of the Contractor; and,
2. Has been convicted of a criminal offense related to that person's involvement in any program under Medicare, Medicaid, or the Title XX services program since the inception of those programs.

#### **4.13.7 Disclosure to the Inspector General**

In accordance with 42 C.F.R. § 455.106(b), DOM must notify the Inspector General of the Department of any disclosures under § 455.106(a) within twenty (20) working days from the date it receives the information. DOM must also promptly notify the Inspector General of the Department of any action it takes on the Contractor's agreement and participation in the program.

**External Quality Review Organization**

**RFP# 20150123**

Office of the Governor – Division of Medicaid

#### **4.13.8 DOM's Right of Refusal**

In accordance with 42 C.F.R. § 455.106(c), DOM may refuse to enter into or renew an agreement with a Contractor if any person who has an ownership or control interest in the Contractor, or who is an agent or managing employee of the Contractor, has been convicted of a criminal offense related to that person's involvement in any program established under Medicare, Medicaid, or the Title XX Services Program. Further, DOM may refuse to enter into or may terminate a Contractor agreement if it determines that the Contractor did not fully and accurately make any disclosure required under 42 C.F.R. § 455.106(a).

#### **4.13.9 Additional Requirements of DOM and Contractors**

In accordance with 42 C.F.R. § 455.436, the State Medicaid agency and all Medicaid Contractors shall do the following:

1. Confirm the identity and determine the exclusion status of Contractors/subcontractors and any person with an ownership or control interest or who is an agent or managing employee of the Contractor/subcontractor through routine checks of Federal databases; and,
2. Consult appropriate databases to confirm identity of the above-mentioned persons and entities by searching the List of Excluded Individuals/Entities (LEIE) and the System for Award Management (SAM) upon enrollment, re-enrollment, credentialing, or re-credentialing, and no less frequently than monthly thereafter, to ensure that the State does not pay Federal funds to excluded persons or entities.

### **4.14 RISK MANAGEMENT**

The Contractor may insure any portion of the risk under the provision of the contract based upon the Contractor's ability (size and financial reserves included) to survive a series of adverse experiences, including withholding of payment by DOM, or imposition of penalties by DOM.

On or before beginning performance under this Contract, the Contractor shall obtain from an insurance company, duly authorized to do business and doing business in Mississippi, insurance as follows:

#### **4.14.1 Workers' Compensation**

The Contractor shall take out and maintain, during the life of this contract, workers' compensation insurance for all employees employed under the Contract in Mississippi. Such insurance shall fully comply with the Mississippi Workers' Compensation Law. In case any class of employees engaged in hazardous work under this contract at the site of the project is not protected under the Workers' Compensation Statute, the Contractor shall provide adequate insurance satisfactory for protection of his or her employees not otherwise protected.

#### **4.14.2 Liability**

The Contractor shall ensure that professional staff and other decision making staff shall be required to carry professional liability insurance in an amount commensurate with the professional responsibilities and liabilities under the terms of this RFP and other supplemental contractual documents.

**External Quality Review Organization**

**RFP# 20150123**

Office of the Governor – Division of Medicaid

The Contractor shall obtain, pay for and keep in force during the contract period general liability insurance against bodily injury or death in an amount commensurate with the responsibilities and liabilities under the terms of this RFP; and insurance against property damage and fire insurance including contents coverage for all records maintained pursuant to this contract in an amount commensurate with the responsibilities and liabilities under the terms of this RFP. On an annual basis, the Contractor shall furnish to DOM certificates evidencing such insurance is in effect on the first working day following contract signing.

## **4.15 CONFIDENTIALITY OF INFORMATION**

### **4.15.1 Confidentiality of Beneficiary Information**

All information as to personal facts and circumstances concerning Medicaid beneficiaries obtained by the Contractor shall be treated as privileged communications, shall be held confidential, and shall not be divulged without the written consent of DOM and the written consent of the enrolled beneficiary, his attorney, or his responsible parent or guardian, except as may be required by DOM.

The use or disclosure of information concerning beneficiaries shall be limited to purposes directly connected with the administration of the contract.

All of the Contractor officers and employees performing any work for or on the contract shall be instructed in writing of this confidentiality requirement and required to sign such a document upon employment and annually thereafter.

The Contractor shall immediately notify DOM of any unauthorized possession, use, knowledge or attempt thereof, of DOM's data files or other confidential information. The Contractor shall immediately furnish DOM full details of the attempted unauthorized possession, use or knowledge, and assist in investigating or preventing the recurrence thereof.

This requirement of confidentiality survives the term of the Contract between DOM and Contractor.

### **4.15.2 Release of Public Information**

After award of the contract, all Offerors' proposals, including the Technical Proposal, the Business Proposal, and any accompanying exhibits, attachments and appendices are subject to disclosure under the "Mississippi Public Records Act of 1983", codified as Mississippi Code Section 25-61-1 *et seq.*, and any applicable exceptions under Mississippi Code Section 79-23-1, as well as the Federal Freedom of Information Act.

In the event that either party to this Contract receives notice that a third party requests divulgence of confidential or otherwise protected information and/or has served upon it a subpoena or other validly issued administrative or judicial process ordering divulgence of confidential or otherwise protected information, that party shall promptly inform the other party and thereafter respond in conformity with such subpoena to the extent mandated by law. This provision shall survive termination or completion of this Contract. The parties agree that this provision is subject to and superseded by Mississippi Code Section 25-61-1, *et seq.*, (1972, as amended) regarding Public Access to Public Records.

### **4.15.3 Transparency**

This contract, including any accompanying exhibits, attachments, and appendices, is subject to the “Mississippi Public Records Act of 1983,” and its exceptions. See Miss. Code Ann. §§ 25-61-1 *et seq.*, (1972, as amended) and Miss. Code Ann. § 79-23-1 (1972, as amended). In addition, this contract is subject to the provisions of the Mississippi Accountability and Transparency Act of 2008. Miss. Code Ann. §§ 27-104-151 *et seq.* (1972, as amended).

Unless exempted from disclosure due to a court-issued protective order, a copy of this executed contract is required to be posted to the Department of Finance and Administration’s independent agency contract website for public access at <http://www.transparency.mississippi.gov/>. Prior to posting the contract to the website, information identified by the Contractor as trade secrets, or other proprietary information including confidential vendor information, or any other information which is required confidential by State or Federal law or outside the applicable freedom of information statutes will be redacted by the Offeror.

## **4.16 THE CONTRACTOR COMPLIANCE ISSUES**

The Contractor agrees that all work performed as part of this contract will comply fully with administrative and other requirements established by Federal and State laws, regulations and guidelines, and assumes responsibility for full compliance with all such laws, regulations and guidelines, and agrees to fully reimburse DOM for any loss of funds, resources, overpayments, duplicate payments or incorrect payments resulting from noncompliance by the Contractor, its staff, or agents, as revealed in any audit.

### **4.16.1 Federal, State, and Local Taxes**

Unless otherwise provided herein, the contract price shall include all applicable Federal, State, and local taxes.

The Contractor shall pay all taxes lawfully imposed upon it with respect to this contract or any product delivered in accordance herewith. DOM makes no representation whatsoever as to exemption from liability to any tax imposed by any governmental entity on the Contractor.

### **4.16.2 License Requirements**

The Contractor shall have, or obtain, any license/permits that are required prior to and during the performance of work under this contract.

### **4.16.3 Privacy/Security Compliance**

The Contractor shall execute DOM’s Business Associate Agreement (BAA) and Data Use Agreement (DUA) before contract execution. The BAA and DUA can be found on the Procurement Website at <http://www.medicaid.ms.gov/resources/procurement/>. Moreover, all activities under this Contract shall be performed in accordance with all applicable Federal and/or State laws, rules and/or regulations including the Administrative Simplification provisions of the Health Insurance Portability and Accountability Act (HIPAA) of 1996, as amended by the Genetic Information Nondiscrimination Act (GINA) of 2008 and the Health Information Technology for Economic and Clinical Health Act (HITECH Act), Title XIII of Division A, and Title IV of Division B of the American Recovery and Reinvestment Act (ARRA) of 2009, and their implementing regulations at 45 C.F.R. Parts 160, 162, and 164, involving electronic data interchange, code sets, identifiers, and the security and privacy of protected health



## **External Quality Review Organization**

**RFP# 20150123**

Office of the Governor – Division of Medicaid

information (PHI), as may be applicable to the services under this Contract. Each party to this Contract shall treat all data and information to which it has access under this Contract as confidential information to the extent that confidential treatment of same is required under Federal and State law and shall not disclose same to a third party without specific written consent of the other party. In the event that either party receives notice that a third party requested divulgence of the confidential or otherwise protected information and/or has served upon it a subpoena or other validly issued administrative or judicial process ordering divulgence of the confidential or otherwise protected information, the party shall promptly inform the other party and thereafter respond in conformity with such subpoena as required by applicable State and/or Federal law, rules, and regulations. The provision herein shall survive the termination of the Contract for any reason and shall continue in full force and effect and shall be binding upon both parties and their agents, employees, successors, assigns, subcontractors, or any party claiming an interest in the Contract on behalf of, or under, the rights of the parties following termination.

### **4.16.4 Site Rules and Regulations**

The Contractor shall use its best efforts to ensure that its employees and agents, while on DOM premises, shall comply with site rules and regulations.

### **4.16.5 Environmental Protection**

The Contractor shall be in compliance with all applicable standards, orders or requirements issued under Section 306 of the Clean Air Act (42 USC § 7606), Section 508 of the Clean Water Act (33 USC § 1368), Executive Order 11738, and applicable United States Environmental Protection Agency (EPA) regulation which prohibit the use under non-exempt Federal contracts, grants, or loans of facilities included on the EPA list of Violating Facilities. The Contractor shall report violations to the applicable grantor Federal agency and the U. S. EPA Assistant Administrator for Enforcement.

### **4.16.6 Lobbying**

The Contractor certifies, to the best of its knowledge and belief, that no Federal appropriated funds have been paid or will be paid, by or on behalf of the Contractor to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, or an employee of a member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, member of Congress, an officer or employee of Congress or an employee of a member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the Contractor shall complete and submit "Disclosure Form to Report Lobbying," in accordance with its instructions.

This certification is a material representation of fact upon which reliance is placed when entering into this contract. Submission of this certification is a prerequisite for making or entering into this contract imposed under Section 1352 of Title 31, United States Code. Failure to file the required certification shall be subject to civil penalties for such failure.

The Contractor shall abide by lobbying laws of the State of Mississippi.



**External Quality Review Organization**

**RFP# 20150123**

Office of the Governor – Division of Medicaid

#### **4.16.7 Bribes, Gratuities and Kickbacks Prohibited**

The receipt or solicitation of bribes, gratuities and kickbacks is strictly prohibited.

No elected or appointed officer or other employee of the Federal Government or of the State of Mississippi shall benefit financially or materially from this contract. No individual employed by the State of Mississippi shall be permitted any share or part of this contract or any benefit that might arise there from.

The Contractor represents that it has not violated, is not violating, and promises that it will not violate the prohibitions against gratuities set forth in Section 6-204 (Gratuities) of the Mississippi Personal Service Contract Review Board Rules and Regulations.

#### **4.16.8 Small and Minority Businesses**

DOM encourages the employment of small business and minority business enterprises. Therefore, the Contractor shall report, separately, the involvement in this contract of small businesses and businesses owned by minorities and women. Such information shall be reported on an invoice annually on the contract anniversary and shall specify the actual dollars contracted to-date with such businesses, actual dollars expended to date with such businesses, and the total dollars planned to be contracted for with such businesses on this contract.

#### **4.16.9 Suspension and Debarment**

The Contractor certifies that it is not suspended or debarred under Federal law and regulations or any other state's laws and regulations.

#### **4.16.10 E-Payment**

The Contractor agrees to accept all payments in United States currency via the State of Mississippi's electronic payment and remittance vehicle. DOM agrees to make payment in accordance with Mississippi law on "Timely Payments for Purchases by Public Bodies," Section which generally provides for payment of undisputed amounts by the agency within forty-five (45) days of receipt of invoice. Miss. Code Ann. § 31-7-305 (1972, as amended).

#### **4.16.11 Paymode**

Payments by state agencies shall be made and remittance information provided electronically as directed by the State. These payments shall be deposited into the bank account of the Contractor's choice. The State may, at its sole discretion, require the Contractor to electronically submit invoices and supporting documentation at any time during the term of this Contract. Contractor understands and agrees that the State is exempt from the payment of taxes. All payments shall be in United States currency.

#### **4.16.12 E-VERIFICATION**

The Contractor represents and warrants that it will ensure its compliance with the Mississippi Employment Protection Act of 2008 Sections, and will register and participate in the status verification system for all newly hired employees. Miss. Code Ann. §§ 71-11-1 *et seq.* (1972, as amended). The term "employee" as used herein means any person that is hired to perform work within the State of

**External Quality Review Organization**

**RFP# 20150123**

Office of the Governor – Division of Medicaid

Mississippi. As used herein, “status verification system” means the Illegal Immigration Reform and Immigration Responsibility Act of 1996 that is operated by the United States Department of Homeland Security, also known as the E-Verify Program, or any other successor electronic verification system replacing the E-Verify Program. Contractor agrees to maintain records of such compliance. Upon request of the State and after approval of the Social Security Administration or Department of Homeland Security when required, the Contractor agrees to provide a copy of each such verification. The Contractor further represents and warrants that any person assigned to perform services hereafter meets the employment eligibility requirements of all immigration laws. The breach of this provision may subject the Contractor to the following:

1. Termination of this Contract and ineligibility for any State or public contract in Mississippi for up to three (3) years with notice of such cancellation/termination being made public, or
2. The loss of any license, permit, certification, or other document granted to Contractor by an agency, department or governmental entity for the right to do business in Mississippi for up to one (1) year, or
3. Both. In the event of such termination/cancellation, Contractor would also be liable for any additional costs incurred by the State due to contract cancellation or loss of license or permit to do business with the State.

Remainder of This Page Intentionally Left Blank

## **5. TECHNICAL PROPOSAL**

### **5.1 INTRODUCTION**

All proposals must be typewritten on standard 8 ½ x 11 paper (larger paper is permissible for charts, spreadsheets, etc.) with tabs delineating each section. One (1) copy of the entire proposal and one (1) copy of the redacted proposal must be submitted on CD each in a single searchable document in Microsoft Word or Adobe Acrobat (PDF) format.

The Technical Proposal must include the following sections:

1. Transmittal Letter;
2. Executive Summary;
3. Corporate Background and Experience (including audited financials);
4. Ownership and Financial Disclosure Information (section 4.13 of the RFP);
5. Project Organization and Staffing;
6. Methodology;
7. Project Management and Control; and,
8. Work Plan and Schedule.

Items to be included under each of these headings are identified in the paragraphs below. Each section within the Technical Proposal should include all items listed in the paragraphs below. The evaluation of proposals will be done on a section-by-section basis. A format that easily follows the requirements and order of the RFP should be used.

Any proposal that does not adhere to these requirements may be deemed non-responsive and rejected on that basis.

### **5.2 TRANSMITTAL LETTER**

The Transmittal Letter shall be in the form of a standard business letter on letterhead of the Offeror and shall be signed by an individual authorized to legally bind the Offeror. The transmittal letter should identify all material and enclosures being submitted in response to the RFP. Failure to include the statements or items listed below may result in rejection of the proposal. The transmittal letter shall include the following:

1. A statement indicating that the Offeror is a corporation or other legal entity;
2. A statement confirming that the Offeror is registered to do business and in “Good Standing” with the State of Mississippi and providing their corporate charter number to work in Mississippi, if applicable;
3. A statement identifying the Offeror’s Federal tax identification number;
4. A statement that, if the Offeror is awarded the contract, the Contractor agrees that any lost or reduced Federal matching money resulting from unacceptable performance of a Contractor task or responsibility, as defined in this RFP, shall be accompanied by reductions in State payments to

**External Quality Review Organization**

**RFP# 20150123**

Office of the Governor – Division of Medicaid

the Contractor;

5. A statement identifying any prior project where the Offeror was terminated before the final solution was operational;
6. A statement that no attempt has been made or will be made by the Offeror to induce any other person or firm to submit or not to submit a proposal;
7. A statement that the Contractor has or has not (*use applicable word*) retained any person or agency on a percentage, commission, or other contingent arrangement to secure this contract;
8. A statement that the Offeror has not violated, is not violating, and promises that it will not violate the prohibition against gratuities set forth in Section 6-204 of the Mississippi Personal Service Contract Procurement Regulations;
9. A statement of Affirmative Action, that the Offeror does not discriminate in its employment practices with regard to race, color, religion, age (except as provided by law), sex, marital status, political affiliation, national origin, disability or genetic information;
10. A statement that the Offeror agrees to the language of DOM's BAA and DUA, or has negotiated changes acceptable to DOM;
11. A statement that no cost or pricing information has been included in this letter or any other part of the technical proposal;
12. A statement identifying by number and date all amendments to this RFP issued by DOM which have been received by the Offeror. If no amendments have been received, a statement to that effect should be included;
13. A statement that the Offeror has read, understands and agrees to all provisions of this RFP without reservation;
14. Certification that the Offeror's proposal will be firm and binding for one hundred eighty (180) days from the proposal due date;
15. A statement naming any outside firms responsible for writing the proposal;
16. A statement that the Contractor has included the signed Drug Free Workplace Certificate (Exhibit 1) (Contractor and all subcontractors);
17. A statement that the Offeror has included the signed DHHS Certification Regarding Debarment, Suspension, and Other Responsibility Matters for Primary Covered Transactions (Exhibit 2) with the Transmittal letter;
18. All proposals submitted by corporations must contain certifications by the secretary, or other appropriate corporate official other than the corporate official signing the corporate proposal, that the corporate official signing the corporate proposal has the full authority to obligate and bind the corporation to the terms, conditions, and provisions of the proposal;
19. All proposals submitted must include a statement that the Offeror presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of services under this contract, and it shall not employ, in the performance of this contract, any person having such interest; and,
20. If the proposal deviates from the detailed specifications and requirements of the RFP, the transmittal letter must identify and explain these deviations. DOM reserves the right to reject any proposal containing such deviations or to require modifications before acceptance.

### **5.3 EXECUTIVE SUMMARY**

The Executive Summary shall condense and highlight the contents of the Technical Proposal in such a way as to provide a broad understanding of the entire proposal. The Executive Summary shall include a summary of the proposed technical approach, the staffing structure, and the task schedule, including a brief overview of:

1. Proposed work plan;
2. Staff organizational structure;
3. Key personnel; and,
4. A brief discussion of the Offeror's understanding of the objectives and expectations of this RFP.

The Executive Summary should be no more than five (5) single-spaced typed pages in length.

### **5.4 CORPORATE BACKGROUND AND EXPERIENCE**

The Corporate Background and Experience Section shall include for the Offeror details of the background of the company, its size and resources, details of corporate experience relevant to the proposed contract, audited financial statements, and a list of all current or recent Medicaid or related projects. The time frame to be covered should begin, at a minimum, in January 2009 through present date.

#### **5.4.1 Corporate Background**

The details of the background of the corporation, its size, and resources, shall cover:

1. Date established;
2. Location of the principal place of business;
3. Location of the place of performance of the proposed Contract;
4. Ownership (e.g.: public company, partnership, subsidiary);
5. Total number of employees;
6. Number of personnel currently engaged in project operations;
7. Computer resources;
8. Performance history and reputation;
9. Current products and services; and
10. Professional accreditations pertinent to the services provided by this RFP.

#### **5.4.2 Audited Financial Statements**

Audited financial statements for the contracting entity shall be provided for each of the last five (5) years, including, at a minimum:

1. Statement of income;

**External Quality Review Organization**

**RFP# 20150123**

Office of the Governor – Division of Medicaid

2. Balance sheet;
3. Statement of changes in financial position during the last five (5) years;
4. Statement of cash flow;
5. Auditors' reports;
6. Notes to financial statements; and,
7. Summary of significant accounting policies.

The State reserves the right to request any additional information to assure itself of an Offeror's financial status.

### **5.4.3 Corporate Experience**

The corporate experience section must present the details of the Offeror's experience with the type of service to be provided by this RFP and Medicaid experience. A minimum of three (3) corporate references are required for this type of experience. DOM will check references during the evaluation process at its option. Each reference must include the client's name and address and the current telephone number of the client's responsible project administrator or of a senior official of the client who is familiar with the Offeror's performance and who may be contacted by DOM during the evaluation process. DOM reserves the right to contact officials of the client other than those indicated by the Offeror. Overlapping responsibilities on the same client's contract should be depicted so that they are easily recognized.

The Offeror must provide for each experience:

1. The client's name;
2. Client references (including phone numbers);
3. Description of the work performed;
4. Time period of contract;
5. Total number of staff hours expended during time period of contract;
6. Personnel requirements;
7. Publicly funded contract cost; and,
8. Any contractual termination within the past five (5) years.

## **5.5 PROJECT ORGANIZATION AND STAFFING**

The Project Organization and Staffing section shall include project team organization, charts of proposed personnel and positions, estimates of the staff-hours by major task(s) to be provided by proposed positions, and résumés of all management and key professional personnel as required in this RFP.

The Offeror shall:

1. Provide experience and qualifications of each staff person proposed to work on this project;
2. Describe how the Offeror will train, educate, and supervise staff regarding this project;

## **External Quality Review Organization**

**RFP# 20150123**

Office of the Governor – Division of Medicaid

3. Describe how the Offeror will ensure inter-rater reliability among its staff for this project; and,
4. Discuss the Offeror's relationship with any proposed subcontractors, including how it will monitor these subcontractors; and its experience working with any proposed subcontractors. The Offeror shall provide references and qualifications of proposed subcontractors, and biographies of any subcontractor staff proposed to work on this project.

### **5.5.1 Organization**

The organization charts shall show:

1. Organization and staffing during each phase as described in the RFP; and
2. Full-time, part-time, and temporary status of all employees.

### **5.5.2 Résumés**

Offerors must submit résumés of all proposed key staff persons - Project Manager, and other key management staff. Experience narratives shall be attached to the résumés describing specific experience with the type service to be provided by this RFP, a Medicaid program, and professional credentials, including any degrees, licenses, and recent and relevant continuing education.

The résumés of proposed personnel shall include:

1. Duration and experience as an employee with the Offeror;
2. All experience in working with Medicaid programs;
3. Experience in the type of services to be provided by this RFP;
4. Relevant education and training, including college degrees, dates of completion, and institution name and address; and,
5. Names, positions, current addresses, and current phone numbers of a minimum of three (3) persons who can give information on the individual's experience and competence. Current DOM staff shall not be submitted for any reference for the above requirements.

The résumés of proposed managers shall also include:

1. Experience in managing large-scale contractual services projects;
2. Other management experience; and,
3. Supervisory experience including details and number of people supervised.

If project management responsibilities will be assigned to more than one individual during the project (i.e., management may be changed following implementation), résumés must be provided for all persons concerned.

Each project referenced in a résumé should include the client name, the time period of the project, and the time period the person performed, as well as a brief description of the project and the person's responsibilities.

### **5.5.3 Responsibilities**

This section should discuss the anticipated roles of personnel during all phases of the contract. All proposed key technical team leaders, including definitions of their responsibilities during each phase of the contract, should be included.

### **5.5.4 Backup Personnel Plan**

If additional staff is required to perform the functions of the contract, the Offeror should outline specifically its plans and resources for adapting to these situations. The Offeror should also address plans to ensure the longevity of staff in order to allow for effective DOM support.

## **5.6 METHODOLOGY**

The Methodology Section should describe the Offeror's approach to providing the services described in the Scope of Work, Section 1, of the RFP. This section should contain a comprehensive description of the proposed work plan and specify how it will improve clinical quality, promote beneficiary and provider satisfaction, and achieve savings for the State. The narrative descriptions within this section must include the following:

1. The description shall encompass the requirements of this RFP as outlined in Scope of Work.
2. The Section must describe the methodology to be followed in accomplishing each requirement outlined in the Scope of Work in sufficient detail to demonstrate the Offeror's direction and understanding of this RFP.
3. The Section must include a high-level project plan for the project. This project plan must be at the level of major tasks and milestones and be submitted in Microsoft Project.
4. The Section must summarize how DOM staff will be used as resources in this project. It is DOM's preference that DOM staff be included in all aspects of the engagement.
5. The Section should include information about past performance results and a plan for evaluating the proposed project.

## **5.7 PROJECT MANAGEMENT AND CONTROL**

The Project Management and Control Section shall include details of the methodology to be used in management and control of the project, project activities, and progress reports. This section will also provide processes for identification and correction of problems. Specific explanation must be provided if solutions vary from one phase to another. This section covers:

1. Project management approach;
2. Project control approach;
3. Manpower and time estimating methods;
4. Sign-off procedures for completion of all deliverables and major activities;
5. Management of performance standards, milestones, and/or deliverables;
6. Assessment of project risks and approach to managing them;
7. Anticipated problem areas and the approach to management of these areas, including loss of key



**External Quality Review Organization  
RFP# 20150123**

Office of the Governor – Division of Medicaid

personnel and loss of technical personnel;

8. Internal quality control monitoring;
9. Approach to problem identification and resolution;
10. Project status reporting, including examples of types of reports; and
11. Approach to DOM's interaction with contract management staff.

## **5.8 WORK PLAN AND SCHEDULE**

The Work Plan and Schedule must include a detailed work plan broken down by tasks and subtasks and a schedule for the performance of each task included in each phase of the contract. The schedule should allow fifteen (15) working days for DOM approval of each submission or re-submission of each individual deliverable, unless another timeframe has been specified for a particular deliverable in other sections of this RFP. The work plan to be proposed should include all responsibilities, milestones, and deliverables outlined previously in this RFP. This section shall cover:

1. Any assumptions or constraints identified by the Offeror, both in developing the work plan and in completing the work plan.
2. Person-weeks of effort for each task or subtask, showing the Offeror's personnel and DOM personnel efforts separately.
3. A network diagram, showing the planned start and end dates for all tasks and subtasks, indicating the interrelationships of all tasks and subtasks, and identifying the critical path.
4. A Gantt chart, showing the planned start and end dates of all tasks and subtasks.
5. A discussion of how the work plan provides for handling of potential and actual problems.
6. A schedule for all deliverables. A minimum of fifteen (15) business days review time by DOM.

Remainder of This Page Intentionally Left Blank

## **6. BUSINESS/COST PROPOSAL**

### **6.1 GENERAL**

All Offerors must certify in the transmittal letter that their offer shall be binding upon the Offeror for a period of one hundred eighty (180) days following the proposal due date. Pricing will be considered as a separate criteria of the overall bid package.

Offerors must propose a firm fixed price for each of the requirements contained on the pricing schedule (Appendix A).

### **6.2 BID MODIFICATION IN THE EVENT OF A FEDERAL AND/OR STATE LAW, REGULATION OR POLICY**

In the event any change occurs in Federal or State law, regulations, policies, or Medicaid plan coverage, and DOM determines that these changes impact materially on proposal pricing, DOM reserves the right to require the Offerors to amend their proposals. The failure of an Offeror to negotiate these required changes will exclude such Offeror from further consideration for contract award. All proposals shall be based upon the provisions of Federal and State laws and regulations and DOM's approved Medicaid State Plan coverage in effect on the issuance date of this RFP, unless this RFP is amended in writing to include changes prior to the closing date for receipt of proposals.

### **6.3 PROPOSAL CONTENT**

The Business Proposal shall include only the following:

1. Appendix A – Budget Summary - A detailed worksheet by line item of all costs as it pertains to the Contractor Responsibilities and Deliverables as found in Section 1.0 of the RFP.
2. Additional pricing schedules to adequately explain method of cost determination including all assumptions (i.e. service or enrollment volume assumptions).
3. Each pricing schedule must be signed and dated by an authorized corporate official.
4. All proposals submitted by corporations must contain certification by the secretary or other appropriate corporate official, other than the signer of the corporate proposal, that the corporate official signing the corporate proposal has the authority to obligate and bind the corporation to the terms, conditions and provisions of the proposal.

Proposals received that do not include the above items may be rejected at the discretion of DOM. Proposals that contain any material other than the above may be rejected at the discretion of DOM.

Remainder of This Page Intentionally Left Blank

## **7. PROPOSAL EVALUATION**

### **7.1 GENERAL**

An Evaluation Committee comprised of DOM staff will be established to evaluate the merits of eligible proposals. The committee will be appointed by the Executive Director of DOM and will include members who have relevant experience in the Medicaid program. The Committee will be responsible for the evaluation of the technical and business proposals.

### **7.2 EVALUATION OF PROPOSALS**

A standard evaluation form will be utilized by the Evaluation Committee to ensure consistency in evaluation criteria. However, DOM retains the right to deviate from the standard form, if necessary to maintain the integrity of the procurement; and to ensure selection of the best qualified Contractor.

A maximum of one thousand (1,000) points will be available for each proposal which shall be comprised of a technical and a business proposal. The points awarded per phase by the evaluation committee will be totaled to determine the points awarded per proposal.

Evaluation of eligible proposals will be conducted in five (5) phases. The Procurement Officer will complete Phase One. The Technical Proposal Evaluation Committee will complete Phase Two. The Business Proposal Evaluation Committee will complete Phase Three. In Phase Four, the Procurement Officer will compile the results of the technical and business evaluations and make a recommendation to the Executive Director of DOM based on the results of the evaluation. In Phase Five the award decision will be made by the Executive Director.

At its option, the State may request an interview from Offerors in a competitive range in the evaluation. Offerors must be prepared to meet with DOM staff within five (5) days of notification. All costs associated with the interview will be the responsibility of the Offeror.

#### **7.2.1 Phase 1 - Evaluation of Offerors' Response to RFP**

In this phase, the Procurement Officer reviews each proposal to determine if each proposal is responsive. Each proposal will be evaluated to determine if it is complete and whether it complies with the instructions to Offerors in the RFP. Each proposal that is incomplete will be declared non-responsive and may be rejected with no further evaluation.

The Procurement Officer will determine if an incomplete proposal is sufficiently responsive to continue to Phase Two.

#### **7.2.2 Phase 2 - Evaluation of Technical Proposal**

Only those proposals which meet the requirements in Phase One will be considered in Phase Two.

Any Technical Proposal that is incomplete or in which there are significant inconsistencies or inaccuracies may be rejected by DOM. DOM reserves the right to waive minor variances or reject any or all proposals. In addition, DOM reserves the right to request clarifications or enter into discussions with all Offerors.

**External Quality Review Organization**

**RFP# 20150123**

Office of the Governor – Division of Medicaid

The Evaluation Committee will review each Offeror's Technical Proposal in order to determine if the Offeror has sufficiently addressed all of the RFP requirements and that the Offeror has developed a specific approach to meeting each requirement.

TECHNICAL PROPOSAL SECTION	MAXIMUM SCORE
Corporate Background and Experience	140
Organization and Staffing	70
Methodology	280
Project Management	70
Work Plan and Schedule	140
<b>TOTAL</b>	<b>700</b>

Proposals must score a minimum of four hundred ninety (490) points of the total score in order to proceed to the Business/Cost phase of the evaluation. Proposals receiving less than four hundred ninety (490) points will not be considered for the Business/Cost evaluation or contract award.

**7.2.2.1 Executive Summary**

The Evaluation Committee will review the Executive Summary to determine if it provides all information required in Section 5.3 of this RFP and is five (5) pages or less in length.

**7.2.2.2 Corporate Background and Experience**

The Evaluation Committee will evaluate the experience, performance on similar contracts, resources, and qualifications of the Offeror to provide the services required by the RFP. The evaluation criteria will address:

1. Experience of Offeror in providing the requested services.
2. Corporate experience providing similar services.
3. Amount and level of resources proposed by the Offeror.
4. Specific qualifications that evidence the Offeror's ability to provide the services requested.
5. Current financial position and cash flow of the Offeror and evidence that the Offeror has a history of financial solvency.
6. Any contract terminations or non-renewals within the past five (5) years.
7. Relevant experience that indicates your organizational qualifications for the performance of the potential contract.

## **External Quality Review Organization**

**RFP# 20150123**

Office of the Governor – Division of Medicaid

### **7.2.2.3 Methodology**

The Evaluation Committee will evaluate the approach and process offered to provide services as required by this RFP. In addition to the information required in Section 1.0 of this RFP, the evaluation criteria will address at a minimum the following (if applicable):

1. Processes and requirements for completion of the project.
2. Data management plan, including hardware, software, communications links, and data needs and proposed coordination plan.
3. Processes for maintaining confidentiality of PHI.
4. Processes for development and submission of required deliverables.
5. Scope of services provided through partnerships or subcontractors.
6. Quality Assurance processes.

### **7.2.2.4 Organization and Staffing**

The Evaluation Committee will review this section of the Offeror's proposal to determine if the proposed organizational structure and staffing level are sufficient to accomplish the requirements of the RFP. The committee will review the organizational chart(s), time lines, the job descriptions including job qualifications, the resumes of staff and their qualifications for the positions they will hold, and the relationship of their past experience to their proposed responsibilities under this contract. The committee will evaluate the explanation of the Offeror regarding the relationship between the Offeror and the Project Manager to determine if they will have sufficient autonomy to make management decisions to improve the Offeror's delivery of services to DOM.

### **7.2.2.5 Project Management and Control**

The Evaluation Committee will evaluate the Offeror's proposal to determine if all of the elements required by Section 5.7 of the RFP are addressed. Specifically, the committee will evaluate:

1. Offeror's approach to the management of the project and ability to keep the project on target and to ensure that the requested services are provided;
2. Offeror's control of the project to ensure that all requests are being met and that the Offeror is able to identify and resolve problems which occur;
3. Offeror's methods for estimating and documenting personnel hours spent by staff on project activities to be sure they are sound and fair;
4. Offeror's plans to comply with the reporting requirements of the contract, including the provision of status reports to DOM, and whether the reports are appropriate and sufficient to keep DOM informed of all aspects of the implementation and operation of the project; and
5. Offeror's understanding of the importance of interacting with DOM management staff and presenting a plan to do so appropriately.

### **7.2.2.6 Work Plan and Schedule**

The Evaluation Committee will review and evaluate the work plan and schedule to determine if all tasks are included and if, for each task, a timeline and an identification of staff responsible for the task's

**External Quality Review Organization**

**RFP# 20150123**

Office of the Governor – Division of Medicaid

accomplishment are indicated. The work plan must provide a logical sequence of tasks and a sufficient amount of time for their accomplishment.

**7.2.3 Phase 3 - Evaluation of Business/Cost Proposal**

Only those proposals that satisfactorily completed Phase Two will be considered for Phase Three. DOM reserves the right to waive minor variances or reject any or all proposals.

Any bid price determined by DOM to be unrealistically or unreasonably low may not be considered acceptable, as such a proposal has a high probability of not being accomplished for the cost proposed. The Offeror may be required to produce additional documentation to authenticate the proposal price.

The maximum three hundred (300) points will be assigned to the lowest and best acceptable proposal. All other proposals will be assigned points based on the following formula:

$$\frac{X}{Y} * 300 = Z$$

X = lowest bid price

Y = Offeror's bid price

Z = assigned points

**7.3 Phase 4 and 5 - Selection**

After the evaluation committee has completed the evaluation of the proposals, a summary report including all evaluations will be submitted to the Executive Director of DOM. The Executive Director will make the final decision regarding the winning proposal.

Remainder of This Page Intentionally Left Blank

**External Quality Review Organization**  
**RFP# 20150123**  
Office of the Governor – Division of Medicaid

## **Appendix A - Budget Summary**

Section 6.0 addresses submission of the Budget Summary. Failure to follow the submittal instructions will immediately disqualify the Offeror. Operation Cost should not include any Implementation Cost.

Budget Summary External Quality Review Organization RFP #20150123				
<b>Name of Offeror:</b>				
<b>Implementation Cost:</b>				
Service	Contract Term 6/1/2015 – 5/31/2018	Renewal Year 1 6/1/2018 – 5/31/2019	Renewal Year 2 6/1/2019 – 5/31/2020	Total
Operation Cost				
Total Contract Cost				
1. Offerors must provide, as an attachment to the Budget Summary, a detailed worksheet by line item of all cost as it pertains to the Contractor responsibilities outlined in Section 1.0 of the RFP.				
<b>I certify that I am legally obligating the above named Offeror to the conditions of this contract.</b>				
<b>Signature:</b>		<b>Date:</b>		
<b>Printed Name:</b>		<b>Title:</b>		

Remainder of This Page Intentionally Left Blank

**External Quality Review Organization**  
**RFP# 20150123**  
Office of the Governor – Division of Medicaid

## Appendix B -2015 MississippiCHIP Performance Measures

*Note: All measures are from the 2014 Core Set of Children's Health Care Quality Measures for Medicaid and CHIP. CCOs must follow the appropriate Technical Specification and Resource Manual issued by CMS.*

Item	Measure Name	Abbreviation	Description	MS CHIP Target for CY 2015
<b>ADHD</b>				
1	Follow-Up Care for Children Prescribed Attention Deficit Hyperactivity Disorder (ADHD) Medication	ADD	Percentage of children newly prescribed ADHD medication who had at least three follow-up care visits within a 10-month period, one of which was within 30 days from the time the first ADHD medication was dispensed, including two rates:	
			<i>Initiation Phase</i>	45.00%
			<i>Continuation and Maintenance Phase</i>	61.00%
<b>Asthma</b>				
2	Medication Management for People with Asthma	MMA	Percentage of children ages 5 to 20 who were identified as having persistent asthma and were dispensed appropriate medications that they remained on during the treatment period:	
			<i>At least 50% of treatment period</i>	
			<i>5-11</i>	57.72%
			<i>12-18</i>	24.10%
			<i>Total</i>	40.96%
			<i>At least 75% of treatment period</i>	
			<i>5-11</i>	55.70%
			<i>12-18</i>	35.45%
			<i>Total</i>	45.57%
<b>Well-Child and EPSDT</b>				
3	Adolescent Well-Care Visit	AWC	Percentage of adolescents ages 12 to 21 who had at least one comprehensive well-care visit with a PCP or an OB/GYN practitioner during the measurement year	34.75%
4	Childhood Immunizations	CIS	Percentage of children who turned 2 years old during the measurement year and had specific vaccines by their second birthday	90.00%
5	Immunization Status for Adolescents	IMA	Percentage of adolescents who turned 13 years old during the	90.00%



**External Quality Review Organization**

**RFP# 20150123**

Office of the Governor – Division of Medicaid

			measurement year and had specific vaccines by their 13th birthday	
6	Child and Adolescents' Access to Primary Care Practitioners	CAP	Percentage of children and adolescents ages 12 months to 19 years who had a visit with a primary care practitioner (PCP):	
			<i>12 - 24 months</i>	98.00%
			<i>25 months - 6 years</i>	94.00%
			<i>7 - 11 years</i>	96.00%
			<i>12 - 19 years</i>	92.00%
7	Developmental Screening in the First Three Years of Life	DEV	Percentage of children screened for risk of developmental, behavioral, and social delays using a standardized screening tool in the 12 months preceding their first, second, or third birthday	82.73%
8	Well-Child Visits in the First 15 Months of Life	W15	Percentage of children who turned 15 months old during the measurement year and had:	
			<i>Zero</i>	5.00%
			<i>One</i>	2.00%
			<i>Two</i>	3.00%
			<i>Three</i>	2.00%
			<i>Four</i>	19.90%
			<i>Five</i>	17.41%
			<i>Six+ visits</i>	57.22%
9	Well-Child Visits in the 3rd, 4th, 5th, and 6th Years of Life	W34	Percentage of children ages 3 to 6 who had one or more well-child visits with a PCP during the measurement year	9.48%
	<b>Ambulatory Care</b>			
10	Ambulatory Care - Emergency Department (ED) Visits	AMB	Rate of ED visits per 1,000 enrollee months among children up to age 19	TBD
11	Chlamydia Screening in Women	CHL	Percentage of women ages 16 to 20 who were identified as sexually active and had at least one test for Chlamydia during the measurement year	37.82%
12	Human Papillomavirus (HPV) Vaccine for Female Adolescents	HPV	Percentage of female adolescents who turned 13 years old during the measurement year and who had three doses of the human papillomavirus (HPV) vaccine	24.00%

**External Quality Review Organization**

**RFP# 20150123**

Office of the Governor – Division of Medicaid

			by their 13th birthday	
	<b>Weight Assessment</b>			
13	Weight Assessment and Counseling for Nutrition and Physical Activity for children/Adolescents Body Mass Index Assessment	WCC	BMI Percentile (Total) Percentage of children ages 3 to 17 who had an outpatient visit with a primary care practitioner (PCP) or obstetrical/ gynecological (OB/GYN) practitioner and whose weight is classified based on body mass index (BMI) percentile for age and gender	29.00%
	<b>Member Satisfaction</b>			
14	Rating of Health Plan	CPC	CAHPS Survey on parents' experiences with their children's care	To be determined after first year of new contract period
15	Getting Needed Care	CPC	CAHPS Survey on parents' experiences with their children's care	To be determined after first year of new contract period
	<b>Behavioral Health</b>			
16	Follow-up After Hospitalization for Mental Illness	FUH	Percentage of discharges for children ages 6 to 20 who were hospitalized for treatment of selected mental health disorders and who had an outpatient visit, an intensive outpatient encounter, or partial hospitalization with a mental health practitioner within:	
			<i>7 days of discharge</i>	30.07%
			<i>30 days of discharge</i>	60.00%

Remainder of This Page Intentionally Left Blank

**EXHIBIT 1**

**DHHS CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS:**

**GRANTEES OTHER THAN INDIVIDUALS**

**Instructions for Certification**

By signing and/or submitting this application or grant agreement, the grantee is providing the certification set out below.

1) This certification is required by regulations implementing the Drug-Free Act of 1988, 45 CFR Part 76, Subpart F. The regulations, published in the May 25, 1990, Federal Register, require certification by grantees that they will maintain a drug-free workplace. The certification set out below is a material representation of fact upon which reliance will be placed when the Department of Health and Human Services (HHS) determines to award the grant. If it is later determined that the grantee knowingly rendered a false certification, or otherwise violates the requirements of the Drug-Free Workplace Act, HHS, in addition to any other remedies available to the Federal Government, may take action authorized under the Drug-Free Workplace Act.

2) Workplaces under grants, for grantees other than individuals, need not be identified on the certification. If known, they may be identified in the grant application. If the grantee does not identify the workplaces at the time of application, or upon award, if there is no application, the grantee must keep the identity of the workplace(s) on file in its office and make the information available for Federal inspection. Failure to identify all known workplaces constitutes a violation of the grantee's drug-free workplace requirements.

3) Workplace identifications must include the actual address of buildings (or parts of buildings) or other sites where work under the grant takes place. Categorical descriptions may be used (e.g., all vehicles of a mass transit authority or State highway department while in operation, State employees in each local unemployment office, performers in concert halls or radio studios).

4) If the workplace identified to DOM changes during the performance of the grant, the grantee shall inform DOM of the change(s), if it previously identified the workplaces in question (see above).

5) Definitions of terms in the Nonprocurement Suspension and Debarment common rule and Drug-Free Workplace common rule apply to this certification. Grantees' attention is called, in particular, to the following definitions from these rules:

"Controlled substance" means a controlled substance in Schedules I through V of the Controlled Substances Act (21 U.S.C. 812) and as further defined by regulation (21 CFR 1308.11 through 1308.15);

"Conviction" means a finding of guilt (including a plea of nolo contendere) or imposition of sentence, or both, by any judicial body charged with the responsibility to determine violations of the Federal or State criminal drug statutes;

"Criminal drug statute" means a Federal or non-Federal criminal statute involving the manufacture, distribution, dispensing, use, or possession of any controlled substance;

**External Quality Review Organization**

**RFP# 20150123**

Office of the Governor – Division of Medicaid

"Employee" means the employee of a grantee directly engaged in the performance of work under a grant, including (i) all direct charge employees; (ii) all indirect charge employees unless their impact or involvement is insignificant to the performance of the grant; and (iii) temporary personnel and consultants who are directly engaged in the performance of work under the grant and who are on the grantee's payroll. This definition does not include workers not on the payroll of the grantee (e.g., volunteers, even if used to meet a matching requirement; consultants or independent Contractors not on the grantee's payroll; or employees of subrecipients or subcontractors in covered workplaces).

The grantee certifies that it will or will continue to provide a drug-free workplace by

a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;

b) Establishing an ongoing drug-free awareness program to inform employees about

1) The dangers of drug abuse in the workplace; 2) the grantee's policy of maintaining a drug-free workplace; 3) any available drug counseling, rehabilitation, and employee assistance programs; and 4) the penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;

c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);

d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will

1) Abide by the terms of the statement; and 2) notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five (5) calendar days after such conviction;

e) Notifying DOM in writing, within ten (10) calendar days after receiving notice under paragraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer or other designee on whose grant activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;

f) Taking one of the following actions, within thirty (30) calendar days of receiving notice under paragraph (d)(2), with respect to any employee who is so convicted:

1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or 2) requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;

g) Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (b), (c), (d), (e) and (f).

**External Quality Review Organization**  
**RFP# 20150123**  
Office of the Governor – Division of Medicaid

The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant (use attachments if needed):

Place of Performance (street address, city, county, state, zip code)

Check if there are workplaces on file that are not identified here.

---->NOTE: Sections 76.630(c) and (d)(2) and 76.635(a)(1) and (b) provide that a Federal agency may designate a central receipt point for STATE-WIDE AND STATE AGENCY-WIDE certifications, and for notification of criminal drug convictions. For HHS, the central receipt point is Division of Grants Management and Oversight, Office of Management and Acquisition, HHS, Room 517-D, 200 Independence Ave, S.W., Washington, D.C. 20201

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title

\_\_\_\_\_  
Organization

Remainder of This Page Intentionally Left Blank

**External Quality Review Organization**  
**RFP# 20150123**  
Office of the Governor – Division of Medicaid

**EXHIBIT 2**

DHHS Certification Regarding Debarment, Suspension, and Other Responsibility Matters  
Primary Covered Transactions  
45 CFR Part 76,

(1) The prospective primary participant certifies to the best of its knowledge and belief that it and its principals:

- a. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency;
- b. Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- c. Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
- d. Have not within a three-year period preceding this proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

(2) Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title

\_\_\_\_\_  
Organization